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LEGISLATIVE SUPPLEMENT

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PART-III

GOVERNMENT OF PUNJAB

DEPARTMENT OF FOOD, CIVIL SUPPLIES AND CONSUMER AFFAIRS
(CONSUMER PROTECTION ACT BRANCH)

NOTIFICATION

The 6th August, 2026

No.G.S.R.45/C.A.35/2019/S.102/2026.- In exercise of the powers conferred by clause (n) of sub-section (2) of section 102 of the Consumer Protection Act, 2019 (Central Act No. 35 of 2019), and all the other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules regulating the recruitment and conditions of service of the persons appointed to the Punjab State Consumer Disputes Redressal Commission (Group 'A') Service, namely: -

RULES

- 1. Short title, commencement and application.** – (1) These rules may be called the Punjab State Consumer Disputes Redressal Commission (Group 'A') Service Rules, 2026.

(1) They shall come into force on and with effect from the date of their publication in the Official Gazette.

(2) They shall apply to the posts specified in Appendix "A".

- 2. Definitions.** - (1) In these rules, unless the context otherwise requires, -

(a) "Act" means the Consumer Protection Act, 2019 (Central Act No. 35 of 2019);

(b) "Administrative Secretary" wherever appearing in these rules, means the Special Chief Secretary or Additional Chief Secretary or Financial Commissioner or Principal Secretary or Secretary, whoever is the administrative head of the Departments of Food, Civil Supplies and Consumer Affairs;

- (c) “Appendix” means the Appendix appended to these rules;
 - (d) “Government” means the Government of the State of Punjab in the Department of Food, Civil Supplies and Consumer Affairs;
 - (e) “President” means the President of the State Consumer Disputes Redressal Commission, Punjab; and
 - (f) “Service” means the Punjab State Consumer Disputes Redressal Commission (Group ‘A’) Service;
- (2) The words and expressions used, but not defined in these rules, shall have the same meaning as, respectively, assigned to them in the Act and the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.

3. **Number and character of posts.** - The Service shall comprise the posts specified in Appendix ‘A’:

Provided that nothing in these rules shall affect the inherent right of the Government to add to or to reduce the number of such posts or to create new posts with different designations and scales of pay, whether permanently or temporarily.

4. **Appointing authority.** - All appointments to the Service shall be made by the President.

5. **Pay of members of the Service.**- The members of the Service shall be entitled to such scales of pay, as may be authorized by the Department of Finance, Government of Punjab, from time to time. The scales of pay, at present, in force in respect of the members of the Service, are given in Appendix ‘A’.

- (6) Method of appointment, qualifications and experience.-** (1) All appointments to the Service shall be made in the manner as specified in Appendix 'B'

Provided that if no suitable candidate is available for appointment to the Service, the appointment to the Service may be made by transfer of a person holding an analogous post under the State Government or the Government of India.

(2) No person shall be appointed to the post in the Service, unless he possesses the qualification and experience as specified against that post in Appendix 'B'.

(3) Appointment to the Service by promotion shall be made on seniority-cum-merit basis, but no person shall have any right to claim promotion on the basis of seniority alone.

- (7) Discipline, punishment and appeal:-** (1) In the matters of discipline, punishment and appeal, the members of the Service shall be governed by the Punjab Civil Services (Punishment and Appeal) Rules, 1970, as amended from time to time.

(2) The authority empowered to impose penalties as specified in rule 5 of the Punjab Civil Services (Punishment and Appeal) Rules, 1970, and the appellate authority thereunder in respect of the member of Service against an order as specified in Punjab Civil Services (Punishment and Appeal) Rules, 1970 shall be as per Appendix 'C'.

- 8. Application of the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.-** (1) In respect of the matters, which

are not specifically provided in these rules, the members of the Service shall be governed by the provisions of the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, as amended from time to time.

(2) The Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, at present in force, are contained in Appendix 'D'.

9. Interpretation: -If any issue arises with regard to the interpretation of these rules, the Government in consultation with the State Consumer Disputes Redressal Commission, Punjab shall decide the same.

APPENDIX 'A'

(See rules 1 (3), 3 and 5)

Serial Number	Designation of the post	Number of posts	Pay level/scales for the members of the Service recruited in the Service prior to 17.07.2020 (in rupees)	Pay level/scales for the members of the Service recruited in the Service on or after 17.07.2020 (in rupees)
1	2	3	4	5
1.	Registrar	1	67400-201200 (Level-21)	-----
2.	Secretary	1	67400-201200 (Level -21)	-----
3.	Private Secretary	3	48700-154300 (Level -16)	-----
4.	Superintendent Grade – I	1	48700-154300 (Level -16)	-----
5.	Reader Grade - I	2	48700-154300 (Level -16)	-----
	TOTAL	8		

NOTE- I. The members of the Service appointed by direct recruitment on or after 17.07.2020 shall not be covered under the 6th Punjab Pay Commission scales, even after promotion.

APPENDIX 'B'

(See rule 6)

Serial Number	Designation of the post	Percentage for appointment by		Method of recruitment, qualifications and experience for appointment by		
		Direct appointment	Promotion	Direct appointment	Promotion	Deputation
1	Registrar	—	—	—	—	On deputation from Punjab Civil Services (Judicial) or Punjab Civil Services (Executive) or Punjab Civil Services (Allied) or a retired Judicial Officer on contract basis.
2	Secretary	—	Hundred percent	—	From amongst the Private Secretaries who	

possess a Bachelor's Degree from a recognized university or an institution and who have experience of working as such, for a minimum period of five years:					
Provided that if a Private Secretary is not eligible for promotion then from amongst the Judgement Writer, who possess a Bachelor's					

					Degree in Law from a recognized university or an institution and who have an experience of working as such, for a minimum period of ten years.
3	Private Secretary	—	Hundred percent	—	From amongst Judgement Writer, who have an experience of working as such, for a minimum period of five years.

4	Superintendent Grade-I	-	Hundred percent	-	From amongst Reader Grade-II and Superintendent Grade-II who are members of the Punjab State Consumer Disputes Redressal Commission (Group 'B') Service and who have an experience of working as such, for a minimum
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					period of three years.	
5	Reader Grade-I	-	Hundred percent	-	From amongst Reader Grade-II and Superintendent Grade-II who are members of the Punjab State Consumer Disputes Redressal Commission (Group 'B') Service and who have an experience of working as such, for a minimum period of three years.	

NOTE: The post of Registrar shall be filled by the Government after following due Procedure.

APPENDIX 'C'
(See rule 7)

Serial No	Designation of post	Nature of penalty or order	Authority empowered to impose penalty or pass order	Appellate authority
1.	Registrar	Minor and major penalties as envisaged in rule 5 of the Punjab Civil Services (Punishment and Appeal) Rules, 1970, as amended from time to time.	Appointing authority prescribed in the Service rules of the parent Department.	As per the Service rules of the parent Department.
2.	Secretary	Minor and major penalties as envisaged in rule 5 of the Punjab Civil Services (Punishment and Appeal) Rules, 1970, as amended from time to time.	President	Administrative Secretary
3.	Private Secretary			
4.	Superintendent Grade I			
5.	Reader Grade-I			

Appendix 'D'

[See rule 8]

GOVERNMENT OF PUNJAB**DEPARTMENT OF PERSONNEL AND ADMINISTRATIVE
REFORMS**

(PERSONNEL POLICIES BRANCH-I)

NOTIFICATION

The 4th May, 1994

No.G.S.R..33/Const./Art.309/94.-In exercise of the powers conferred by the proviso to article 309 of the Constitution of India, and all other powers enabling in this behalf, the Governor of Punjab is pleased to make the following rules regulating the recruitment and general and common conditions of service of persons appointed to ¹ [Group 'A', Group 'B' and Group 'C'] services in connection with the affairs of the State of Punjab, namely:-

1. Short title, commencement and application.- (1) These rules may be called the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.

(2) They shall come into force at once.

(3) They shall apply to all the posts in ¹[Group 'A', Group 'B' and Group 'C'] services in connection with the affairs of the State of Punjab.

2. Definitions.-In these rules, unless the context otherwise requires,-

(a) "appointing authority" means an appointing authority specified as such in the Service Rules made under article 309 of the Constitution of India in respect of any service or Post in connection with the affairs of the State of Punjab;

(b) "Board" means the Subordinate Service Selection Board, Punjab or any other authority constituted to perform its functions;

(c) "Commission" means the Punjab Public Service Commission;

(d) "direct appointment" means an appointment made otherwise than by promotion or by transfer of a person already in the service of Government of India or of a State Government;

(e) "Government" means the Government of the State of Punjab in the Department of Personnel and Administrative Reforms;

(f) "recognised university or institution" means,-

i) any university or institution incorporated by law in any of the State of India; or

ii) any other university or institution, which is declared by the Government to be recognised university or institution for the purposes of these rules;

(g) 1["Service" means any Group 'A' Service, Group 'B' Service and Group 'C' Service constituted in connection with the affairs of the State of Punjab as per scales given in the Appendix;]

(h) "Service Rules" means the service rules made under article 309 of the Constitution of India regulating the recruitment and conditions of service other than the general and common conditions of service of persons appointed to any service or post in connection with the affairs of the State of Punjab; and-

¹[i) i) "War Hero" means a defence services personnel or a para-military forces personnel, who is a bona fide resident of Punjab State and has been killed or discharged from service on account of disability suffered by him on or after 1st January,1999,while fighting in a war declared so by Government of India, in operations in Kargil or any other sector in J and K in the on going conflict with Pakistan or in any other operations which may be notified by the State Government to have been undertaken for preserving the unity and integrity of the Country; or

ii) a defence services personnel or a para-military forces personnel who was a bona fide resident of Punjab State and was posthumously decorated with Parmvir Chakra, Mahavir Chakra or Vir Chakra: Provided that,-

a) In exceptional instances, the cases of such War Heroes may also be covered, with the prior approval of the Department of Personnel who though not bona fide residents of Punjab State are yet closely connected to the State of Punjab;

b) In the case of War Heroes, falling in the category (ii) above, the benefits to be given by the State Government will be restricted only to first generation dependent members/next of the kin.

Note.-The Government reserves the right to include any other category of Awardees for the purpose of providing employment to the category of War Heroes, as may be notified.]

3. Nationality, domicile and character of person appointed to the Service.-

(1) No person shall be appointed to the Service unless he is,-

(a) a Citizen of India; or

(b) a Citizen of Nepal; or

(c) a Subject of Bhutan; or

(d) a Tibetan refugee who came over to India before the 1st day of January, 1962 with the intention of permanently settling in India;

or

(e) a person of India origin who has migrated from Pakistan, Burma, Sri Lanka and East African Countries of Kenya, Uganda and United Republic of Tanzania (formerly Tanganyika and Zanzibar), Zambia, Malawi, Zaire, Ethiopia and Vietnam with the intention of permanently settling in India:

Provided that a person belonging to any of the categories (b), (c), (d) and (e) shall be person in whose favor a certificate of eligibility has been given by the Government of Punjab in the Department of Home Affairs and Justice.

(2) A person in whose case a certificate of eligibility is necessary may be admitted to an examination or interview conducted by the Commission or the Board, as the case may be, on his furnishing proof that he has applied for the certificate but he shall not be appointed to the service unless the necessary certificate is given to him by the Government of Punjab in the Department of Home Affairs and Justice.

(3) No person shall be recruited to the Service by direct appointment, unless he produces,-

(a) a certificate of character from the Principal Academic Officer of the university, college, school or institution last attended, if any, and similar certificates from two responsible persons not being his relatives, who are well acquainted with him in his private life and are unconnected with him in his private life and are unconnected with his university, college, school or institution; and

(b) an affidavit to the effect that he was never convicted for any criminal offence involving moral turpitude and that he was never dismissed or removed from service of any State Government or of Government of India, or of any Public Sector Undertaking.

4. Disqualification.-No person,-

(a) who has entered into or contracted a marriage with a person having spouse living; or

(b) who, having a spouse living, has entered into or contracted a marriage with any person shall be eligible for appointment to the Service:

Provided that the Government, if satisfied that such marriage is permissible under the personal law applicable to such person and the other party to the marriage and that there are other grounds for so doing, exempt any person from the operation of this rule.

5. Age.- ¹[(1) No person shall be recruited to the Service by direct appointment, if he is less than eighteen years or is more than thirty years of age in the case of non-technical posts and thirty-three years in the case of technical posts on the 1st

day of January of the year immediately preceding the last date fixed for submission of applications by the Commission or the Board, as the case may be.]

Provided that where different lower and upper age limits have been specifically prescribed for posts in the Service Rules, these limits shall be made applicable for appointment to such posts:

Provided further that the upper age limit may be relaxed up to forty-five years in the case of persons already in the employment of the Punjab Government, other State Government or the Government of India

Provided further that in the case of candidates belonging to Scheduled Castes and other Backward Classes, the upper age limit shall be such as may be fixed by the Government from time to time.

(2) In the case of ex-servicemen, the upper age limit shall be as has been prescribed in the Punjab Recruitment of Ex-servicemen Rules, 1982, as amended from time to time.

(3) In the case of appointment on compassionate grounds on priority basis, the upper age limit shall be such as may be specifically fixed by the Government from time to time.

² [(4) In the case of appointment of a War-hero, who has been discharged from defence services or para military forces on account of disability suffered by him or his widow or dependent member of his family, the upper age limit shall be such as may be specifically fixed by the Government from time to time.]

³[5A. Increase in upper age limit.- Notwithstanding anything contained in rule 5, on and with effect from the commencement of the Punjab Civil Service (General and Common Condition of Service) Amendment Rules, 2010, where in any other Service rules, or in Government instructions, the upper age limit for appointment to any Service or for any category or persons, if different from thirty-five years, it shall be deemed to have been increased by two years.]

6. Qualification etc.-Subject to the provisions of these rules, the number and character of posts, method of recruitment and educational qualifications and experience for appointment to a post or posts in a Service and the departmental

examination, if any, shall be such as may be specified in the Service Rules made for that Service:

¹{Provided that where appointment of Group 'A' or Group 'B' non-technical post is offered to a War-hero, who has been discharged from defence services or para military forces on account of disability suffered by him or his widow or dependent member of his family, under the instructions issued in this behalf by the Government, the educational qualification to be possessed by such person shall be graduation from a recognised university. Such person who: is offered Group 'A' or Group 'B' or Group 'C' non-technical post, shall not, however, be required to possess experience of technical or non-technical post at the time of his initial appointment.}

7. Probation.-(1) A person appointed to any post in the Service shall remain on probation for a period of two years, if recruited by direct appointment and one year if appointed otherwise:

Provided that-

- (a) any period, after such appointment, spent on deputation on a corresponding or a higher post shall count towards the period of probation;
- (b) in any case of an appointment by transfer, any period of work on an equivalent or higher rank, prior to appointment to the Service, may in the discretion of the appointing authority, be allowed to count towards the period of probation;
- (c) any period of officiating appointment to the Service shall be reckoned as period spent on probation; and
- (d) any kind of leave not exceeding six months during or at the end of period of probation, shall be counted towards the period of probation.

(2) If, in the opinion of the appointing authority, the work or conduct of a person during the period of probation is not satisfactory or he has failed to pass the departmental examination, if any, prescribed in Service Rules within a period not exceeding ³[one] and a half years from the date of appointment, it may,-

(a) if such person is recruited by direct appointment, dispense with his service, or revert him to a post on which he held lien prior to his appointment to the Service by direct appointment; and

(b) if such person is appointed otherwise-

(i) revert him to his former post; or

(ii) deal with him in such other manner as the terms and conditions of the previous appointment permit.

(3) On the completion of the period of probation of a person, the appointing authority may,-

(a) if his work and conduct has in its opinion been satisfactory-

(i) confirm such person, from the date of his appointment or from the date he completes his period of probation satisfactorily, if he is not already confirmed; or

(ii) declare that he has completed his probation satisfactorily, if he is already confirmed; or

(b) if his work or conduct has not been in its opinion, satisfactory or if has failed to pass the departmental examination, if any, specified in the Service Rules-

(i) dispense with his services, if appointed by direct appointment or if appointed otherwise revert him to his former post, or deal with him in such other manner as the terms and conditions of his previous appointment may permit;

(ii) extend his period of probation and thereafter pass such order as if could have passed on the expiry of the period of probation as specified in sub-rule (1):

Provided that the total period of probation including extension, if any, shall not exceed three years.

8. Seniority.-The seniority inter se of persons appointed to posts in each cadre of a Service shall be determined by the length of continuous service on such post in that cadre of the Service:

Provided that in the case of persons recruited by direct appointment who join within the period specified in the order of appointment or within such period as may be extended from time to time by the appointing authority subject to a maximum of four months from the date of order of appointment the order of merit determined by the Commission or the Board; as the case may be, shall not be disturbed:

Provided further that in case a person is permitted to join the post after the expiry of the said period of four months in consultation with the Commission or the Board, as the case may be, his seniority shall be determined from the date he joins the post:

Provided further that in case any person of the next selection has joined a post in the cadre of the concerned Service before the person referred to in the preceding proviso joins, the person so referred shall be placed below all the persons of the next selection who join within the time specified in the first proviso:

Provided further that in the case of two or more persons appointed on the same date, their seniority shall be determined as follows:-

- (a) a person appointed by direct appointment shall be senior to a person appointed otherwise;
- (b) a person appointed by promotion shall be senior to a person appointed by transfer;
- (c) in the case of persons appointed by promotion or transfer, the seniority shall be determined according to the seniority of such persons in the appointments from which they were promoted or transferred; and
- (d) in the case of persons appointed by transfer from different cadres their seniority shall be determined according to pay, preference being given to a person who was drawing a higher rate of pay in his previous appointment; and if the rates of pay drawn are also the same, then by their length of service in these appointments and if the length of service is also the same, an older person shall be senior to a younger person.

¹[Provided further that in the case of persons recruited by direct appointment in the same cadre obtaining equal marks during same selection process, their inter-se-seniority shall be determined on the basis of their age. That is an older person shall be senior to the younger person.]

Note.-Seniority of persons appointed on purely provisional basis or on ad hoc basis shall be determined as and when they are regularly appointed keeping in view the dates of such regular appointment.

9. Liability of members of service to transfer.-A member of a Service may be transferred to any post whether included in any other service or not, on the same terms and conditions as specified in rule 3.17 of the Punjab Civil Services Rules, Volume-I, Part-I.

10. Liability to serve.-A member of Service shall be liable to serve at any place, whether within or out of the State of Punjab, on being ordered so to do by the appointing authority.

11. Leave, pension and other matters.-In respect of pay, leave, pension and all other matters not expressly provided for in these rules, a member of Service shall be governed by such rules and regulations as may have been or may hereafter be adopted or made by the competent authority.

12. Discipline, penalties and appeals. -(1) In the matter of discipline, punishment and appeals, a member of a Service shall be governed by the Punjab Civil Services (Punishment and Appeal) Rules, 1970 as amended from time to time.

(2) The authority empowered to impose penalties specified in rule 5 of the Punjab Civil Services (Punishment and Appeal) Rules, 1970 and the appellate authority thereunder in respect of the Government employee shall be such as may be specified in the Service Rules.

13. Liability for vaccination and re-vaccination.--Every member of a Service shall get himself vaccinated or re-vaccinated when Punjab Government so directs by a special or general order.

14. Oath of allegiance.—Every member of a Service unless he has already done so, shall be required to take oath of allegiance to India and to the Constitution of India as by law established.

¹14A. Minimum Educational and other Qualifications for appointment to the post of Senior Assistant by –

Direct Appointment	Promotion
No person shall be given direct appointment to the post of Senior Assistant under the Punjab Government, unless he- (i) Possesses the Bachelor's Degree from a recognized University or Institution; and (ii) Qualifies in the competitive test specified by the appointing authority from time to time; and (iii) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in office Productivity applications or Desktop Publishing applications from a Government recognized institution or a reputed institution, which is ISO 9001, certified. OR Possesses a Computer Information Technology Course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India.	From amongst the clerks, who have an experience of working as such for a minimum period of five years.

(2) The person so appointed as Senior Assistant in terms of the Provisions of sub-rule (1), shall have, before his appointment, passed a test in English and Punjabi respectively, typewriting on Computer to be conducted by the Board or the Appointing Authority or the Department of Information Technology, as the case may be, at a speed of thirty words per minute: Provided that where appointment of Group 'B' non-technical post is offered to a War Hero, who has been discharged from Defence Services or dependent member of his family under the instructions issued in this behalf by the Government, the educational qualifications to be possessed by such person shall be Graduate from a recognized University or Institution. However, such person shall not be required to qualify the test in Punjabi type-writing as provided in sub-rule (2)".	
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¹[15. Minimum Educational and other qualifications:-

- (1) (i) No person shall be given direct appointment to the post of Clerk under the Punjab Government unless he possesses the Bachelor's Degree from a recognized University or Institution; and
- (ii) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in Office

Productivity applications or Desktop publishing applications from a Government recognised institution or a reputed institution, which is ISO 9001, certified.

OR

Possesses a Computer information Technology course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India;

(2) The person so appointed as Clerk in terms of the provisions of sub-rule(1), shall have, before his appointment, passed a test in English and Punjabi, respectively, on computer to be conducted by the Board or the appointing authority or the Department of Information Technology as the case may be, at the speed of thirty words per minutes.

Provided that where appointment of Group 'C' non-technical post is offered to a War Hero, who has been discharged from Defence Services or dependent member of his family, under the instructions issued in this behalf by the Government, the educational qualifications to be possessed by such person shall be Graduate from a recognized University or Institution. However, such person shall not be required to qualify the test in Punjabi type-writing as specified in sub-rule (2).]

¹[15 A. Minimum Educational and other Qualifications for appointment to the post of Senior Scale Stenographer by –

Direct Appointment	Promotion
No person shall be given direct appointment to the post of Senior Scale Stenographer under the Punjab Government unless he –	(i) From amongst the Junior Scale Stenographers, who have an experience of working as such for a minimum period of one year.
(i) Possesses the Bachelor's Degree from a recognized University or Institution; and	Provided that if the Junior Scale Stenographer is not available then from amongst the Steno typists, who have an experience of working as such for a minimum period of five
(ii) Qualifies in a Stenography test in four paras (two in Punjabi and two in English language) containing 250 words each as follows:-	

(a) The passage in Punjabi shall be dictated at a speed of 100 words per minute in Punjabi language required to be transcribed these (at typewriter/computer) at a speed of 20 words per minute; and (b) The passage in English shall be dictated at a speed of 60 words per minute in English language required to be transcribed these (at typewriter/computer) at the speed of 12 words per minute. (iii) The candidates committing not more than 4 % mistakes in aggregate and only if he/she qualifies the stenography test in both the language shall be considered to have qualified at test for appointment as Senior Scale Stenographer”. (iv) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in Office Productivity applications or Desktop	years; and (ii) Qualifies in a stenography test in four paras (two in Punjabi and tow in English language) containing 250 words each as follows:- (a) The passage in Punjabi shall be dictated at at a speed of 100 words per minute in Punjabi language required to be transcribed these (at typewriter/ computer) at a speed of 20 words per minute; and (b) The passage in English shall be dictated at a speed of 60 words per minute in English language required to be transcribed these (at typewriter/computer) at the speed of 12 words per minute. (iii) The candidates committing not more than 4 % mistakes in aggregate and only if he/she qualifies the Stenography test in both the language shall be considered to have qualified at the test for promotion as Senior Scale Stenographer”.
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Publishing applications from a Government recognised institution or a reputed institution, which is ISO 9001, certified. OR Possesses a Computer information Technology course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India.	
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16. Minimum Educational and other Qualifications for appointment to the post of Steno-typist or Junior Scale Stenographer.- No person shall be given direct appointment to the post of a Steno-typist or a Junior Scale Stenographer under the Punjab Government unless he-

- (a) Possesses Bachelor's Degree from a recognised University or Institution; and,
- (b) Qualifies a test in Punjabi Stenography to be held by the Board or by the appointing authority at a speed specified by the Government from time to time; and
- (C) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in Office Productivity applications or Desktop Publishing applications from Government recognised institution or a reputed institution, which is ISO 9001, certified.

OR

Possesses a Computer information Technology Course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India.]

17. Knowledge of Punjabi Language.-No person shall be appointed to any post in any service by direct appointment unless he has passed Matriculation

examination with Punjabi as one of the compulsory or elective subjects or any other equivalent examination in Punjabi language, which may be specified by the Government from time to time:

Provided that where a person is appointed on compassionate grounds on priority basis under the instructions issued in this behalf by the Government from time to time, the person so appointed shall have to pass an examination of Punjabi Language equivalent to Matriculation standard or he shall have to qualify a test conducted by the Language Wing of the Department of Education of Punjab Government within a period of six months from the date of his appointment:

Provided further that where educational qualifications for a post in any service are lower than the Matriculation standard, then the person so appointed shall have to pass an examination of Punjabi Language equivalent to Middle standard:

Provided further that where a War Hero, who has been discharged from defence services or paramilitary forces on account of disability suffered by him or his widow or dependent member of his family, is appointed under the instructions issued in this behalf by the Government, the person so appointed will not be required to possess aforesaid knowledge of Punjabi Language :

Provided further that where a ward of Defence Service Personnel, who is bona fide resident of Punjab State, is appointed by direct appointment, he shall have to pass an examination of Punjabi Language equivalent to Matriculation Standard or he shall have to qualify a test conducted by the Language Wing of the Department of Education of Punjab Government within a period of two years from the date of his appointment.]

18. Promotion to Group 'A' and Group 'B' Services.-

(1) (a) For promotion to the post as Head of Department would be decided strictly on the basis of merit-cum-seniority as per the instructions issued by the Government from time to time. The minimum benchmark for promotion for such post would be 'Very Good'. The officer who is graded as 'Outstanding' would supersede the officer graded as 'Very Good'.

(b) For Promotion to post falling in Group 'A' other than Head of Department, the minimum benchmark will be 'Very Good' as per instructions issued by the Government from time to time. There shall be no supersession on the basis of merit.

(c) For promotion to post falling in Group 'B', the minimum benchmark will be 'Good' and there shall be no supersession on the basis of merit.

2) Debarring for consideration for promotion of a Government employee who refuses to accept promotion.-In the event of refusal to accept promotion by a member of a service, he shall be debarred by the appointing authority from consideration for promotion for all the consecutive chances which may occur in future within a period of two years from the date of such refusal to accept promotion:

Provided that in case where the appointing authority is satisfied that a member of a service has refused to accept promotion under the circumstances beyond his control, it may exempt such a member for reasons to be recorded, therefor in writing from the operation of this rule.]

19. Power to relax.-Where the Government is of the opinion that it is necessary or expedient so to do, it may by order, for reasons to be recorded in writing, relax any of the provisions of these rules with respect to any class or category of persons.

Provided that the provisions relating to educational qualifications and experience, if any, shall not be relaxed.

20. Over-riding effect.-The provisions of these rules shall have effect notwithstanding anything contrary contained in any rules for the time being in force for regulating the recruitment and conditions of service for appointment to public service and posts in connection with the affairs of the State.

21. Interpretation.-If any question arises as to the interpretation of these rules, the Government shall decide the same.

APPENDIX"

(See rule 2)

Group 'A': posts in initial entry revised scales of pay having a maximum of Rs. 11,660 or more: Provided that all existing Class I posts irrespective of the monetary limits of the pay scales shall be placed in Group 'A'.

Group 'B': Posts in initial entry revised scales of pay with maximum ranging between Rs. 10,640 to Rs.11,659;

Group 'C': Posts in initial entry revised scales of pay with maximum ranging between Rs.5,160 to Rs.10,639.

Sd/-

A.S. CHATTHA,

Chief Secretary to Government of Punjab

PART III

GOVERNMENT OF PUNJAB

DEPARTMENT OF PERSONNEL

(PERSONNEL POLICIES-1 BRANCH)

NOTIFICATION

The 20th December 2016

No.G.S.R.85/Const./Art.309/Amd.(19)/2016.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (Third Amendment) Rules, 2016
- (2) They shall come into force on and with effect from the date of their publication in the Official Gazette.

2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, in rule 5, in the second proviso for the words and sign "Punjab Government", the words "Punjab Government or any Board, Corporation, Commission or Authority under it" shall be substituted.

Sd/-

SARVESH KAUSHAL,
Chief Secretary to Government of Punjab

PART III

GOVERNMENT OF PUNJAB

DEPARTMENT OF PERSONNEL

(PERSONNEL POLICIES-1 BRANCH)

NOTIFICATION

The 4th December 2017

No.G.S.R.44/Const./Art.309/Amd.(20)/2017.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (Amendment) Rules, 2017
- (2) They shall come into force on and with effect from the date of their publication In the Official Gazette.

2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, in rule 7, in sub-rule (3), for the existing proviso the following proviso shall be substituted, namely:-

“Provided that the total period of probation including extension, if any, shall not exceed four years, if recruited by direct appointment and three years if appointed otherwise”.

Sd/-

KARAN AVTAR SINGH,
Chief Secretary to Government of Punjab

PART III

GOVERNMENT OF PUNJAB

DEPARTMENT OF PERSONNEL

(PERSONNEL POLICIES-1 BRANCH)

NOTIFICATION

The 13th September, 2019

No.G.S.R.31/Const./Art.309/Amd.(21)/2019.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (First Amendment) Rules, 2019
 - (2) They shall come into force on and with effect from the date of their publication in the Official Gazette.
2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, (hereinafter referred to as the said rules), in rule 14 A, under column captioned as "Promotion", for the words "five years, the words "four years" shall be substituted.
3. In the said rules, in rule 15A, under column captioned as "Promotion", in clause (i) in the proviso for the words "five years", the words "four years" shall be substituted.

Sd/-

KARAN AVTAR SINGH,
Chief Secretary to Government of Punjab

PART III**GOVERNMENT OF PUNJAB****DEPARTMENT OF PERSONNEL****(PERSONNEL POLICIES-1 BRANCH)****NOTIFICATION**

The 28th October, 2022

No.G.S.R.72/Const./Art.309/Amd.(22)/2022.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (First Amendment) Rules, 2022.
- (2) They shall come into force on and with effect from the date of their publication in the Official Gazette.

2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, in rule 17, in the first proviso, for the words "Provided that where a person". The following shall be substituted, namely:-

"Provided that no person shall be appointed to any post in Group-'C' service unless he has passed a qualifying test of Punjabi Language equivalent to Matriculation standard with at least fifty per cent marks, to be conducted by respective recruitment agencies in addition to competitive examination. The test of Punjabi Language shall be a mandatory qualifying test and failure to secure a minimum of fifty per cent marks in Punjabi Language will disqualify the candidate for being considered in the final merit list of candidates to be selected irrespective of their scores or marks in other papers of the respective exam.

Provided further that where a person".

Sd/-

VIJAY KUMAR JANJUA,
Chief Secretary to Government of Punjab

Sd/-

RAHUL TEWARI, I.A.S.
Principal Secretary to Government of Punjab,
Department of Food, Civil Supplies
and Consumer Affairs

PART-III

GOVERNMENT OF PUNJAB

DEPARTMENT OF FOOD, CIVIL SUPPLIES AND CONSUMER AFFAIRS
(CONSUMER PROTECTION ACT BRANCH)

NOTIFICATION

The 6th August, 2026

No.G.S.R.46/C.A.35/2019/S.102/2026.- In exercise of the powers conferred by clause (n) of sub-section (2) of section 102 of the Consumer Protection Act, 2019, (Central Act No 35 of 2019) and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules regulating the recruitment and conditions of service of the persons appointed to the Punjab State Consumer Disputes Redressal Commission (**Group ‘B’**) Service, namely:-

RULES

1. **Short title, commencement and application.** –(1) These rules may be called the Punjab State Consumer Disputes Redressal Commission (**‘Group B’**) Service Rules, 2026.
- (2) They shall come into force on and with effect from the date of their publication in the Official Gazette.
- (3) They shall apply to the posts specified in Appendix ‘A’.

2. Definitions. –(1) In these rules, unless the context otherwise requires,-

(a) “Act” means the Consumer Protection Act, 2019 (Central Act No 35 of 2019);

(b) "Administrative Secretary" wherever appearing in these rules, means the Special Chief Secretary or Additional

Chief Secretary or Financial Commissioner or Principal Secretary or Secretary, whoever is the administrative head of the Department of Food, Civil Supplies and Consumer Affairs;

(c) "Appendix" means the Appendix appended to these rules;

(d) "Government" means the Government of the State of Punjab in the Department of Food, Civil Supplies and Consumer Affairs;

(e) "President" means the President of the State Consumer Disputes Redressal Commission, Punjab; and

(f) "Service" means the Punjab State Consumer Disputes Redressal Commission (Group 'B') Service.

(2) The words and expressions used, but not defined in these rules, shall have the same meaning as, respectively, assigned to them in the Act and the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.

3. **Number and character of posts.** - The Service shall comprise the posts specified in Appendix 'A':

Provided that nothing in these rules shall affect the inherent right of the Government to add to or to reduce the number of such posts or to create new posts with different designations and scales of pay, whether permanently or temporarily.

4. **Appointing authority.** - All appointments to the Service shall be made by the President.

5. **Pay of members of the Service.** -The members of the Service shall be entitled to such scales of pay, as may be authorized by the Department of Finance, Government of Punjab, from time to time. The scales of pay at present, in force in respect of the members of the Service, are given in Appendix 'A'.

6. **Method of appointment, qualifications and experience:** (1) All appointments to the Service shall be made in the manner as specified in Appendix 'B':

Provided that if no suitable candidate is eligible for appointment to the Service by promotion, the appointment to the Service may be made by transfer of a person holding an analogous post under the State Government or the Government of India.

(2) No person shall be appointed to the post in the Service, unless he possesses the qualification and experience as specified against that post in Appendix 'B'.

(3) Appointment to the Service by promotion shall be made on seniority-cum-merit basis, but no person shall have any right to claim promotion on the basis of seniority alone.

7. **Discipline, punishment and appeal:** (1) In the matters of discipline, punishment and appeal, the members of the Service shall be governed by the Punjab Civil Services (Punishment and Appeal) Rules, 1970, as amended from time to time.

(2) The authority empowered to impose penalties as specified in rule 5 of the Punjab Civil Services (Punishment and Appeal) Rules, 1970, and

the appellate authority thereunder in respect of the member of Service against an order as specified in Punjab Civil Services (Punishment and Appeal) Rules, 1970 shall be as per Appendix 'C'.

8. Application of the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.- (1) In respect of the matters, which are not specifically provided in these rules, the members of the Service shall be governed by the provisions of the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, as amended from time to time.

(2) The Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, at present in force, are contained in Appendix 'D'.

9. Interpretation: -If any issue arises with regard to the interpretation of these rules, the Government in consultation with the State Consumer Disputes Redressal Commission, Punjab shall decide the same.

APPENDIX 'A'

(See rules 1(3), 3 and 5)

Serial number	Designation of the post	Number of posts	Pay level/scales for the members of the Service recruited in the Service prior to 17.07.2020 (in rupees)	Pay level/scales for the members of the Service recruited in the service on or after 17.07.2020 (in rupees)
1	2	3	4	5
1.	Superintendent Grade-II	4	43000-136000 (Level-12)	---
2.	Reader Grade -II	2	43000-136000 (Level -12)	---
3.	Judgment Writer	3	43000-136000 (Level -12)	---
4.	Senior Assistant	5	38500-122700 (Level -11)	35400 (Level-6)
5.	Senior Scale Stenographer	3	38500-122700 (Level -11)	---
6.	Librarian	1	38500-122700 (Level -11)	---
	Total	18		

NOTE: 1. The members of the Service appointed by direct recruitment on or after 17.07.2020 shall not be covered under the 6th Punjab Pay Commission scales, even after promotion.

APPENDIX 'B'

(See rule 6)

Serial. number	Designation of the post	Percentage for appointment by		Method of recruitment, qualifications and experience for appointment by	
		Direct appointment	Promotion	Direct appointment	Promotion
1.	Superintendent Grade-II	---	Hundred percent	---	From amongst the Senior Assistants, who are members of this Service, and who have an experience of working as such, for a minimum period of seven years.
2.	Reader Grade-II	---	Hundred percent	---	From amongst the Senior Assistants, who are members of this Service, and who have an experience of working as such, for

					a minimum period of seven years.
3.	Judgment Writer	---	Hundred percent	---	From amongst the Senior Scale Stenographers, who are members of this Service and who have an experience of working as such, for a minimum period of five years.
4.	Senior Assistant	Twenty five percent	Seven five percent	As per the Punjab Civil Services (General and Common Conditions of Services) Rules, 1994.	From amongst the Clerks, who are members of the Punjab State Consumer Disputes Redressal Commission (Group 'C') Service. The requisite experience for promotion to the post of Senior Assistant shall be as prescribed in the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.

5.	Senior Scale Stenographer	---	Hundred percent	---	From amongst the Junior Scale Stenographers, who are members of the Punjab State Consumer Disputes Redressal Commission (Group 'C') Service.. The requisite experience for promotion to the post of Senior Scale Stenographer shall be as prescribed in the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.
6.	Librarian	---	Hundred percent	---	From amongst the Assistant Librarian working in the State Consumer Disputes Redressal Commission, Punjab, and who have an experience of working as such, for a minimum period of five years.

APPENDIX 'C'

(See rule 7)

Serial number	Designation of the post	Nature of penalty or order	Authority empowered to impose penalty or pass order	Appellate authority
1.	Superintendent Grade-II	Minor and major penalties as envisaged in rule 5 of the Punjab Civil Services (Punishment and Appeal) Rules, 1970, as amended from time to time.	President	Administrative Secretary
2.	Reader Grade-II			
3.	Judgment Writer			
4.	Senior Assistant			
5.	Senior Scale Stenographer			
6.	Librarian			

Appendix 'D'**[See rule 8]****GOVERNMENT OF PUNJAB**

DEPARTMENT OF PERSONNEL AND ADMINISTRATIVE REFORMS

(PERSONNEL POLICIES BRANCH-I)

Notification

The 4th May, 1994

No.G.S.R..33/Const./Art.309/94.-In exercise of the powers conferred by the proviso to article 309 of the Constitution of India, and all other powers enabling in this behalf, the Governor of Punjab is pleased to make the following rules regulating the recruitment and general and common conditions of service of persons appointed to ¹[Group 'A', Group 'B' and Group 'C'] services in connection with the affairs of the State of Punjab, namely:-

1. Short title, commencement and application.- (1) These rules may be called the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.

(2) They shall come into force at once.

(3) They shall apply to all the posts in ¹[Group 'A', Group 'B' and Group 'C'] services in connection with the affairs of the State of Punjab.

2. Definitions.-In these rules, unless the context otherwise requires,-

(a) "appointing authority" means an appointing authority specified as such in the Service Rules made under article 309 of the Constitution of India in respect of any service or Post in connection with the affairs of the State of Punjab;

(b) "Board" means the Subordinate Service Selection Board, Punjab or any other authority constituted to perform its functions;

(c) "Commission" means the Punjab Public Service Commission;

(d) "direct appointment" means an appointment made otherwise than by promotion or by transfer of a person already in the service of Government of India or of a State Government;

(e) "Government" means the Government of the State of Punjab in the Department of Personnel and Administrative Reforms;

(f) "recognised university or institution" means,-

i) any university or institution incorporated by law in any of the State of India; or

ii) any other university or institution, which is declared by the Government to be recognised university or institution for the purposes of these rules;

(g) 1["Service" means any Group 'A' Service, Group 'B' Service and Group 'C' Service constituted in connection with the affairs of the State of Punjab as per scales given in the Appendix;]

(h) "Service Rules" means the service rules made under article 309 of the Constitution of India regulating the recruitment and conditions of service other than the general and common conditions of service of persons appointed to any service or post in connection with the affairs of the State of Punjab; and-

¹[i) i) "War Hero" means a defence services personnel or a para-military forces personnel, who is a bona fide resident of Punjab State and has been killed or discharged from service on account of disability suffered by him on or after 1st January,1999,while fighting in a war declared so by Government of India, in operations in Kargil or any other sector in J and K in the on going conflict with Pakistan or in any other operations which may be notified by the State Government to have been undertaken for preserving the unity and integrity of the Country; or

ii) a defence services personnel or a para-military forces personnel who was a bona fide resident of Punjab State and was posthumously decorated with Parmvir Chakra, Mahavir Chakra or Vir Chakra: Provided that,-

a) In exceptional instances, the cases of such War Heroes may also be covered, with the prior approval of the Department of Personnel who though not bona fide residents of Punjab State are yet closely connected to the State of Punjab;

b) In the case of War Heroes, falling in the category (ii) above, the benefits to be given by the State Government will be restricted only to first generation dependent members/next of the kin.

Note.-The Government reserves the right to include any other category of Awardees for the purpose of providing employment to the category of War Heroes, as may be notified.]

3. Nationality, domicile and character of person appointed to the Service.-

(1) No person shall be appointed to the Service unless he is,-

(a) a Citizen of India; or

(b) a Citizen of Nepal; or

(c) a Subject of Bhutan; or

(d) a Tibetan refugee who came over to India before the 1st day of January, 1962 with the intention of permanently settling in India;

or

(e) a person of India origin who has migrated from Pakistan, Burma, Sri Lanka and East African Countries of Kenya, Uganda and United Republic of Tanzania (formerly Tanganyika and Zanzibar), Zambia, Malawi, Zaire, Ethiopia and Vietnam with the intention of permanently settling in India:

Provided that a person belonging to any of the categories (b), (c), (d) and (e) shall be person in whose favor a certificate of eligibility has been given by the Government of Punjab in the Department of Home Affairs and Justice.

(2) A person in whose case a certificate of eligibility is necessary may be admitted to an examination or interview conducted by the Commission or the Board, as the case may be, on his furnishing proof that he has applied for the certificate but he shall not be appointed to the service unless the necessary certificate is given to him by the Government of Punjab in the Department of Home Affairs and Justice.

(3) No person shall be recruited to the Service by direct appointment, unless he produces,-

(a) a certificate of character from the Principal Academic Officer of the university, college, school or institution last attended, if any, and similar certificates from two responsible persons not being his relatives, who are well acquainted with him in his private life and are unconnected with him in his private life and are unconnected with his university, college, school or institution; and

(b) an affidavit to the effect that he was never convicted for any criminal offence involving moral turpitude and that he was never dismissed or removed from service of any State Government or of Government of India, or of any Public Sector Undertaking.

4. Disqualification.-No person,-

(a) who has entered into or contracted a marriage with a person having spouse living; or

(b) who, having a spouse living, has entered into or contracted a marriage with any person shall be eligible for appointment to the Service:

Provided that the Government, if satisfied that such marriage is permissible under the personal law applicable to such person and the other party to the marriage and that there are other grounds for so doing, exempt any person from the operation of this rule.

5. Age.-¹ [(1) No person shall be recruited to the Service by direct appointment, if he is less than eighteen years or is more than thirty years of age in the case of non-technical posts and thirty-three years in the case of technical posts on the 1st

day of January of the year immediately preceding the last date fixed for submission of applications by the Commission or the Board, as the case may be.]

Provided that where different lower and upper age limits have been specifically prescribed for posts in the Service Rules, these limits shall be made applicable for appointment to such posts:

Provided further that the upper age limit may be relaxed up to forty-five years in the case of persons already in the employment of the Punjab Government, other State Government or the Government of India

Provided further that in the case of candidates belonging to Scheduled Castes and other Backward Classes, the upper age limit shall be such as may be fixed by the Government from time to time.

(2) In the case of ex-servicemen, the upper age limit shall be as has been prescribed in the Punjab Recruitment of Ex-servicemen Rules, 1982, as amended from time to time.

(3) In the case of appointment on compassionate grounds on priority basis, the upper age limit shall be such as may be specifically fixed by the Government from time to time.

²[(4) In the case of appointment of a War-hero, who has been discharged from defence services or para military forces on account of disability suffered by him or his widow or dependent member of his family, the upper age limit shall be such as may be specifically fixed by the Government from time to time.]

³[5A. Increase in upper age limit.- Notwithstanding anything contained in rule 5, on and with effect from the commencement of the Punjab Civil Service (General and Common Condition of Service) Amendment Rules, 2010, where in any other Service rules, or in Government instructions, the upper age limit for appointment to any Service or for any category or persons, if different from thirty-five years, it shall be deemed to have been increased by two years.]

6. Qualification etc.-Subject to the provisions of these rules, the number and character of posts, method of recruitment and educational qualifications and experience for appointment to a post or posts in a Service and the departmental

examination, if any, shall be such as may be specified in the Service Rules made for that Service:

¹{Provided that where appointment of Group 'A' or Group 'B' non-technical post is offered to a War-hero, who has been discharged from defence services or para military forces on account of disability suffered by him or his widow or dependent member of his family, under the instructions issued in this behalf by the Government, the educational qualification to be possessed by such person shall be graduation from a recognised university. Such person who: is offered Group 'A' or Group 'B' or Group 'C' non-technical post, shall not, however, be required to possess experience of technical or non-technical post at the time of his initial appointment.}

7. Probation.-(1) A person appointed to any post in the Service shall remain on probation for a period of two years, if recruited by direct appointment and one year if appointed otherwise:

Provided that-

- (a) any period, after such appointment, spent on deputation on a corresponding or a higher post shall count towards the period of probation;
- (b) in any case of an appointment by transfer, any period of work on an equivalent or higher rank, prior to appointment to the Service, may in the discretion of the appointing authority, be allowed to count towards the period of probation;
- (c) any period of officiating appointment to the Service shall be reckoned as period spent on probation; and
- (d) any kind of leave not exceeding six months during or at the end of period of probation, shall be counted towards the period of probation.

(2) If, in the opinion of the appointing authority, the work or conduct of a person during the period of probation is not satisfactory or he has failed to pass the departmental examination, if any, prescribed in Service Rules within a period not exceeding ³[one] and a half years from the date of appointment, it may,-

(a) if such person is recruited by direct appointment, dispense with his service, or revert him to a post on which he held lien prior to his appointment to the Service by direct appointment; and

(b) if such person is appointed otherwise-

(i) revert him to his former post; or

(ii) deal with him in such other manner as the terms and conditions of the previous appointment permit.

(3) On the completion of the period of probation of a person, the appointing authority may,-

(a) if his work and conduct has in its opinion been satisfactory-

(i) confirm such person, from the date of his appointment or from the date he completes his period of probation satisfactorily, if he is not already confirmed; or

(ii) declare that he has completed his probation satisfactorily, if he is already confirmed; or

(b) if his work or conduct has not been in its opinion, satisfactory or if has failed to pass the departmental examination, if any, specified in the Service Rules-

(i) dispense with his services, if appointed by direct appointment or if appointed otherwise revert him to his former post, or deal with him in such other manner as the terms and conditions of his previous appointment may permit;

(ii) extend his period of probation and thereafter pass such order as if could have passed on the expiry of the period of probation as specified in sub-rule (1):

Provided that the total period of probation including extension, if any, shall not exceed three years.

8. Seniority.-The seniority inter se of persons appointed to posts in each cadre of a Service shall be determined by the length of continuous service on such post in that cadre of the Service:

Provided that in the case of persons recruited by direct appointment who join within the period specified in the order of appointment or within such period as may be extended from time to time by the appointing authority subject to a maximum of four months from the date of order of appointment the order of merit determined by the Commission or the Board; as the case may be, shall not be disturbed:

Provided further that in case a person is permitted to join the post after the expiry of the said period of four months in consultation with the Commission or the Board, as the case may be, his seniority shall be determined from the date he joins the post:

Provided further that in case any person of the next selection has joined a post in the cadre of the concerned Service before the person referred to in the preceding proviso joins, the person so referred shall be placed below all the persons of the next selection who join within the time specified in the first proviso:

Provided further that in the case of two or more persons appointed on the same date, their seniority shall be determined as follows:-

- (a) a person appointed by direct appointment shall be senior to a person appointed otherwise;
- (b) a person appointed by promotion shall be senior to a person appointed by transfer;
- (c) in the case of persons appointed by promotion or transfer, the seniority shall be determined according to the seniority of such persons in the appointments from which they were promoted or transferred; and
- (d) in the case of persons appointed by transfer from different cadres their seniority shall be determined according to pay, preference being given to a person who was drawing a higher rate of pay in his previous appointment; and if the rates of pay drawn are also the same, then by their length of service in these appointments and if the length of service is also the same, an older person shall be senior to a younger person.

¹[Provided further that in the case of persons recruited by direct appointment in the same cadre obtaining equal marks during same selection process, their inter-se-seniority shall be determined on the basis of their age. That is an older person shall be senior to the younger person.]

Note.-Seniority of persons appointed on purely provisional basis or on ad hoc basis shall be determined as and when they are regularly appointed keeping in view the dates of such regular appointment.

9. Liability of members of service to transfer.-A member of a Service may be transferred to any post whether included in any other service or not, on the same terms and conditions as specified in rule 3.17 of the Punjab Civil Services Rules, Volume-I, Part-I.

10. Liability to serve.-A member of Service shall be liable to serve at any place, whether within or out of the State of Punjab, on being ordered so to do by the appointing authority.

11. Leave, pension and other matters.-In respect of pay, leave, pension and all other matters not expressly provided for in these rules, a member of Service shall be governed by such rules and regulations as may have been or may hereafter be adopted or made by the competent authority.

12. Discipline, penalties and appeals. -(1) In the matter of discipline, punishment and appeals, a member of a Service shall be governed by the Punjab Civil Services (Punishment and Appeal) Rules, 1970 as amended from time to time.

(2) The authority empowered to impose penalties specified in rule 5 of the Punjab Civil Services (Punishment and Appeal) Rules, 1970 and the appellate authority thereunder in respect of the Government employee shall be such as may be specified in the Service Rules.

13. Liability for vaccination and re-vaccination.--Every member of a Service shall get himself vaccinated or re-vaccinated when Punjab Government so directs by a special or general order.

14. Oath of allegiance.-Every member of a Service unless he has already done so, shall be required to take oath of allegiance to India and to the Constitution of India as by law established.

¹14A. Minimum Educational and other Qualifications for appointment to the post of Senior Assistant by –

Direct Appointment	Promotion
No person shall be given direct appointment to the post of Senior Assistant under the Punjab Government, unless he- (i) Possesses the Bachelor's Degree from a recognized University or Institution; and (ii) Qualifies in the competitive test specified by the appointing authority from time to time; and (iii) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in office Productivity applications or Desktop Publishing applications from a Government recognized institution or a reputed institution, which is ISO 9001, certified. OR Possesses a Computer Information Technology Course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India.	From amongst the clerks, who have an experience of working as such for a minimum period of five years.

(2) The person so appointed as Senior Assistant in terms of the Provisions of sub-rule (1), shall have, before his appointment, passed a test in English and Punjabi respectively, typewriting on Computer to be conducted by the Board or the Appointing Authority or the Department of

Information Technology, as the case may be, at a speed of thirty words per minute:

Provided that where appointment of Group 'B' non-technical post is offered to a War Hero, who has been discharged from Defence Services or dependent member of his family under the instructions issued in this behalf by the Government, the educational qualifications to be possessed by such person shall be Graduate from a recognized University or Institution.

However, such person shall not be required to qualify the test in Punjabi type-writing as provided in sub-rule (2)".

¹[15. Minimum Educational and other qualifications:-

(1) (i) No person shall be given direct appointment to the post of Clerk under the Punjab Government unless he possesses the Bachelor's Degree from a recognized University or Institution; and

(ii) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in Office

Productivity applications or Desktop publishing applications from a Government recognised institution or a reputed institution, which is ISO 9001, certified.

OR

Possesses a Computer information Technology course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India;

(2) The person so appointed as Clerk in terms of the provisions of sub-rule(1), shall have, before his appointment, passed a test in English and Punjabi, respectively, on computer to be conducted by the Board or the appointing authority or the Department of Information Technology as the case may be, at the speed of thirty words per minutes.

Provided that where appointment of Group 'C' non-technical post is offered to a War Hero, who has been discharged from Defence Services or dependent member of his family, under the instructions issued in this behalf by the Government, the educational qualifications to be possessed by such person shall be Graduate from a recognized University or Institution. However, such person shall not be required to qualify the test in Punjabi type-writing as specified in sub-rule (2).]

¹[15 A. Minimum Educational and other Qualifications for appointment to the post of Senior Scale Stenographer by –

Direct Appointment	Promotion
No person shall be given direct appointment to the post of Senior Scale Stenographer under the Punjab Government unless he –	(i) From amongst the Junior Scale Stenographers, who have an experience of working as such for a minimum period of one year.
(i) Possesses the Bachelor's Degree from a recognized University or Institution; and	Provided that if the Junior Scale Stenographer is not available then from amongst the Steno typists, who have an experience of working as such for a minimum period of five Years; and
(ii) Qualifies in a Stenography test in four paras (two in Punjabi and two in English language) containing 250 words each as follows:-	

(a) The passage in Punjabi shall be dictated at a speed of 100 words per minute in Punjabi language required to be transcribed these (at typewriter/computer) at a speed of 20 words per minute; and (b) The passage in English shall be dictated at a speed of 60 words per minute in English language required to be transcribed these (at typewriter/computer) at the speed of 12 words per minute. (iii) The candidates committing not more than 4 % mistakes in aggregate and only if he/she qualifies the stenography test in both the language shall be considered to have qualified at test for appointment as Senior Scale Stenographer”. (iv) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in Office Productivity applications or Desktop	(ii) Qualifies in a stenography test in four paras (two in Punjabi and tow in English language) containing 250 words each as follows:- (a) The passage in Punjabi shall be dictated at at a speed of 100 words per minute in Punjabi language required to be transcribed these (at typewriter/computer) at a speed of 20 words per minute; and (b) The passage in English shall be dictated at a speed of 60 words per minute in English language required to be transcribed these (at typewriter/computer) at the speed of 12 words per minute. (iii) The candidates committing not more than 4 % mistakes in aggregate and only if he/she qualifies the Stenography test in both the language shall be considered to have qualified at the test for promotion as Senior Scale Stenographer”.
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Publishing applications from a Government recognised institution or a reputed institution, which is ISO 9001, certified. OR Possesses a Computer information Technology course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India.	
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16. Minimum Educational and other Qualifications for appointment to the post of Steno-typist or Junior Scale Stenographer.- No person shall be given direct appointment to the post of a Steno-typist or a Junior Scale Stenographer under the Punjab Government unless he-

- (a) Possesses Bachelor's Degree from a recognised University or Institution; and,
- (b) Qualifies a test in Punjabi Stenography to be held by the Board or by the appointing authority at a speed specified by the Government from time to time; and
- (C) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in Office Productivity applications or Desktop Publishing applications from Government recognised institution or a reputed institution, which is ISO 9001, certified.

OR

Possesses a Computer information Technology Course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India.]

17. Knowledge of Punjabi Language.-No person shall be appointed to any post in any service by direct appointment unless he has passed Matriculation examination with Punjabi as one of the compulsory or elective subjects or any other equivalent examination in Punjabi language, which may be specified by the Government from time to time:

Provided that where a person is appointed on compassionate grounds on priority basis under the instructions issued in this behalf by the Government from time to time, the person so appointed shall have to pass an examination of Punjabi Language equivalent to Matriculation standard or he shall have to qualify a test conducted by the Language Wing of the Department of Education of Punjab Government within a period of six months from the date of his appointment:

Provided further that where educational qualifications for a post in any service are lower than the Matriculation standard, then the person so appointed shall have to pass an examination of Punjabi Language equivalent to Middle standard:

Provided further that where a War Hero, who has been discharged from defence services or paramilitary forces on account of disability suffered by him or his widow or dependent member of his family, is appointed under the instructions issued in this behalf by the Government, the person so appointed will not be required to possess aforesaid knowledge of Punjabi Language :

Provided further that where a ward of Defence Service Personnel, who is bona fide resident of Punjab State, is appointed by direct appointment, he shall have to pass an examination of Punjabi Language equivalent to Matriculation Standard or he shall have to qualify a test conducted by the Language Wing of the Department of Education of Punjab Government within a period of two years from the date of his appointment.]

18. Promotion to Group 'A' and Group 'B' Services.-

(1) (a) For promotion to the post as Head of Department would be decided strictly on the basis of merit-cum-seniority as per the instructions issued by the Government from time to time. The minimum benchmark for promotion for such post would be 'Very Good'. The officer who is graded as 'Outstanding' would supersede the officer graded as 'Very Good'.

(b) For Promotion to post falling in Group 'A' other than Head of Department, the minimum benchmark will be 'Very Good' as per instructions issued by the Government from time to time. There shall be no supersession on the basis of merit.

(c) For promotion to post falling in Group 'B', the minimum benchmark will be 'Good' and there shall be no supersession on the basis of merit.

2) Debarring for consideration for promotion of a Government employee who refuses to accept promotion.-In the event of refusal to accept promotion by a member of a service, he shall be debarred by the appointing authority from consideration for promotion for all the consecutive chances which may occur in future within a period of two years from the date of such refusal to accept promotion:

Provided that in case where the appointing authority is satisfied that a member of a service has refused to accept promotion under the circumstances beyond his control, it may exempt such a member for reasons to be recorded, therefor in writing from the operation of this rule.]

19. Power to relax.-Where the Government is of the opinion that it is necessary or expedient so to do, it may by order, for reasons to be recorded in writing, relax any of the provisions of these rules with respect to any class or category of persons.

Provided that the provisions relating to educational qualifications and experience, if any, shall not be relaxed.

20. Over-riding effect.-The provisions of these rules shall have effect notwithstanding anything contrary contained in any rules for the time being in force for regulating the recruitment and conditions of service for appointment to public service and posts in connection with the affairs of the State.

21. Interpretation.-If any question arises as to the interpretation of these rules, the Government shall decide the same.

APPENDIX"

(See rule 2)

Group 'A': posts in initial entry revised scales of pay having a maximum of Rs. 11,660 or more: Provided that all existing Class I posts irrespective of the monetary limits of the pay scales shall be placed in Group 'A'.

Group 'B': Posts in initial entry revised scales of pay with maximum ranging between Rs. 10,640 to Rs.11,659;

Group 'C': Posts in initial entry revised scales of pay with maximum ranging between Rs.5,160 to Rs.10,639.

Sd/-

A.S.CHATTHA,
Chief Secretary to Government of Punjab.

PART III

GOVERNMENT OF PUNJAB

DEPARTMENT OF PERSONNEL

(PERSONNEL POLICIES-1 BRANCH)

NOTIFICATION

The 20th December 2016

No.G.S.R.85/Const./Art.309/Amd.(19)/2016.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (Third Amendment) Rules, 2016
 - (2) They shall come into force on and with effect from the date of their publication In the Official Gazette.
2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, in rule 5, in the second proviso for the words and sigh “Punjab Government”, the words “Punjab Government or any Board, Corporation, Commission or Authority under it” shall be substituted.

Sd/-

SARVESH KAUSHAL,

Chief Secretary to Government of Punjab.

PART III

GOVERNMENT OF PUNJAB

DEPARTMENT OF PERSONNEL

(PERSONNEL POLICIES-1 BRANCH)

NOTIFICATION

The 4th December 2017

No.G.S.R.44/Const./Art.309/Amd.(20)/2017.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (Amendment) Rules, 2017
- (2) They shall come into force on and with effect from the date of their publication In the Official Gazette.

2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, in rule 7, in sub-rule (3), for the existing proviso the following proviso shall be substituted, namely:-

“Provided that the total period of probation including extension, if any, shall not exceed four years, if recruited by direct appointment and three years if appointed otherwise”.

Sd/-

KARAN AVTAR SINGH.

Chief Secretary to Government of Punjab

PART III

GOVERNMENT OF PUNJAB

DEPARTMENT OF PERSONNEL

(PERSONNEL POLICIES-1 BRANCH)

NOTIFICATION

The 13th September, 2019

No.G.S.R.31/Const./Art.309/Amd.(21)/2019.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (First Amendment) Rules, 2019
 - (2) They shall come into force on and with effect from the date of their publication In the Official Gazette.
2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, (hereinafter referred to as the said rules), in rule 14 A, under column captioned as “Promotion”, for the words “five years, the words “four years” shall be substituted.
3. In the said rules, in rule 15A, under column captioned as “Promotion”, in clause (i) in the proviso for the words “five years”, the words “four years” hall be substituted.

Sd/-

KARAN AVTAR SINGH.

Chief Secretary to Government of Punjab

PART III
GOVERNMENT OF PUNJAB
DEPARTMENT OF PERSONNEL
(PERSONNEL POLICIES-1 BRANCH)
NOTIFICATION

The 28th October, 2022

No.G.S.R.72/Const./Art.309/Amd.(22)/2022.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (First Amendment) Rules, 2022.
 - (2) They shall come into force on and with effect from the date of their publication in the Official Gazette.
2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, in rule 17, in the first proviso, for the words "Provided that where a person". The following shall be substituted, namely:-
- "Provided that no person shall be appointed to any post in Group-'C' service unless he has passed a qualifying test of Punjabi Language equivalent to Matriculation standard with at least fifty per cent marks, to be conducted by respective recruitment agencies in addition to competitive examination. The test of Punjabi Language shall be a mandatory qualifying test and failure to secure a minimum of fifty per cent marks in Punjabi Language will disqualify the candidate for being considered in the final merit list of candidates to be selected irrespective of their scores or marks in other papers of the respective exam.

Provided further that where a person".

Sd/-

VIJAY KUMAR JANJUA,
Chief Secretary to Government of Punjab.

Sd/-

RAHUL TEWARI, I.A.S
Principal Secretary to Government of Punjab,
Department of Food, Civil Supplies
and Consumer Affairs.

PART III

GOVERNMENT OF PUNJAB

**DEPARTMENT OF FOOD, CIVIL SUPPLIES AND CONSUMER AFFAIRS
(CONSUMER PROTECTION ACT BRANCH)**

NOTIFICATION

The 6th August, 2026

No.G.S.R.47/C.A.35/2019/S.102/2026.- In exercise of the powers conferred by Clause (n) of sub-section (2) of section 102 of the Consumer Protection Act, 2019 (Central Act No. 35 of 2019), and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules regulating the recruitment and conditions of service of the persons appointed to the Punjab State Consumer Disputes Redressal Commission (**Group 'C'**) Service, namely:-

RULES

1. **Short title, commencement and application-(1)** These rules may be called the Punjab State Consumer Disputes Redressal Commission (**Group 'C'**) Service Rules 2026.
 - (1) They shall come into force on and with effect from the date of their publication in the Official Gazette.
 - (2) They shall apply to the posts specified in Appendix 'A'.
2. **Definitions. -** (i) In these rules, unless the context otherwise requires, -
 - (a) "Act" means the Consumer Protection Act, 2019 (Central Act NO 35 of 2019);
 - (b) "Administrative Secretary" wherever appearing in these rules, means the Special Chief Secretary or Additional Chief Secretary or Financial Commissioner or Principal Secretary or Secretary, whoever is the administrative head of the Department of Food, Civil Supplies and Consumer Affairs;
 - (c) "Appendix" means the Appendix appended to these rules;
 - (d) "Government" means the Government of the State of Punjab in the Department of Food, Civil Supplies and Consumer Affairs;
 - (e) "President" means the President of the State Consumer Disputes Redressal Commission Punjab; and
 - (f) "Service" means the Punjab State Consumer Disputes Redressal Commission (Group 'C') Service.
 - (2) The words and expressions used, but not defined in these rules, shall have the same meaning as, respectively, assigned to them in the Act and the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.
3. **Number and character of posts. -** The Service shall comprise the posts specified in Appendix 'A':

Provided that nothing in these rules shall affect the inherent right of the Government to add to or to reduce the number of such posts or to create new posts with difference designations and scales of pay, whether permanently or temporarily.

4. **Appointing Authority.** – All appointments to the Service shall be made by the President.
5. **Pay of members of the Service.** - The members of the Service shall be entitled to such scales of pay, as may be authorized by the Department of Finance, Government of Punjab, from time to time. The scales of pay, at present, in force in respect of the members of the Service, are given in Appendix 'A'.
6. **Method of appointment, qualifications and experience:-**(1) All appointments to the Service shall be made in the manner as specified in Appendix 'B':

Provided that if no suitable candidate is eligible for appointment to the Service by promotion, the appointment to the Service may be made by transfer of a person holding an analogous post under the State Government or the Government of India.

 - (2) No person shall be appointed to the post in the Service, unless he possesses the qualification and experience as specified against that post in Appendix 'B'.
 - (3) Appointment to the Service by promotion shall be made on seniority-cum- merit basis, but no person shall have any right to claim promotion on the basis of seniority alone.
7. **Discipline, punishment and appeal:** (1) In the matters of discipline, punishment and appeal, the members of the Service shall be governed by the Punjab Civil Services (Punishment and Appeal) Rules, 1970, as amended from time to time.
 - (2) The authority empowered to impose penalties as specified in rule 5 of the Punjab Civil Services (Punishment and Appeal) Rules, 1970, and the appellate authority there under in respect of the member of Service against an order as specified in Punjab Civil Services (Punishment and Appeal) Rules, 1970 shall be as per Appendix 'C'.
8. **Application of the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.** - (1) In respect of the matters which are not specifically provided in these rules, the members of the Service shall be governed by the provisions of the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, as amended from time to time.
 - (2) The Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, at present in force, are contained in Appendix 'D'.
9. **Interpretation:** -If any, issue arises with regard to the interpretation of these rules, the Government in consultation with the State Consumer Disputes Redressal Commission, Punjab shall decide the same.

APPENDIX 'A'

[See rules 1 (3), 3 and 5]

Serial Number	Designation of the post	Number of posts	Pay Level/Scales for the members of the Service recruited in the Service prior to 17.07.2020 (in rupees)	Pay Level /Scale for the members of the Service recruited in the Service on or after 17.07.2020 (in rupees)
1	2	3	4	5
1	Law Researcher	2	_____	35400(Level-6)
2	Junior Scale Stenographer	3	28900-91600	29200 (Level-5)
3	Assistant Librarian	1	_____	25500(Level-4)
4	Steno-Typist	5	21300-67800	21700 (Level-3)
5	Clerk	6	20200-64000	19900 (Level-2)
6	Driver	1	21300-67800	21700 (Level-3)
	Total	18		

NOTE:1The members of the service appointed by direct recruitment on or after 17.07.2020 shall not be covered under the 6th Punjab Pay Commission scales, even after promotion.

APPENDIX 'B'

[See rule 6]

Serial Number	Designation	Percentage of appointment by		Method of recruitment, Qualifications and experience for appointment by	
		Direct	Promotion	Direct appointment	Promotion
1.	Law Researcher	Hundred percent	---	Graduate degree in Law / LLB From a recognized University.	
2.	Junior Scale Stenographer	Twenty Five percent	Seventy five percent	No person shall be given direct appointment to the post of Junior	From amongst the Steno typists, who are members of this Service, and who

	Scale Stenographer unless he,-	have an experience of working as such, for a minimum period of four years.
	(i) possesses a Bachelor's Degree from a recognized University or institution; and	
	(ii) qualifies in a stenography test in four paras (two in Punjabi and two in English language) containing 250 words each as follows:-	
	(a) the passage in Punjabi shall be dictated at a speed of 100 words per minute in Punjabi language required to be transcribed these (at typewrite	

or Computer) at a speed of 20 words per minute; and (b) the passage in English shall be dictated at a speed of 80 words per minute in English language required to be transcribed these (at typewriter or computer) at a speed of 12 words per minute. (iii) The candidates committing not more than Four Percent mistakes in aggregate and only if he or she qualifies the Stenography test in both				
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				the languages shall be considered to have qualified the test for appointment as Junior Scale Stenographer.	
3.	Assistant Librarian	Hundred percent	---	Candidate should,- (a) hold Bachelor's degree in Library and Information Science (B.Lib.Sc.) from a recognized university; and (b) possess at least one hundred-and twenty hours course with hands on experience in the use of Personal Computer or	---

Information Technology in Office Productivity applications or Desktop Publishing applications from Government recognized institution or a reputed institution, which is ISO 9001 certified				
OR				
possess a Computer Information Technology Course equivalent to 'O' level certificate of the Department of Electronics Accreditation of				

				Computer Courses (DOEACC) of Government of India.		
4.	Steno-typist	Hundred percent	---	No person shall be given direct appointment to the post of Steno-typist unless he, (i) possesses a Bachelor's Degree from a recognized University or Institution; and (ii) qualifies in a stenography test in four paras (two in Punjabi and two in English language) containing 250 words each as follows:-	---	

	(a) the passage in Punjabi shall be dictated at a speed of 100 words per minute in Punjabi language required to be transcribed these (at typewriter or computer) at a speed of 20 words per minute; and
	(b) the passage in English shall be dictated at a speed of 80 words per minute in English language required to be transcribed these (at typewriter or computer) at a

5.	Clerk	Eighty five percent	Fifteen percent	speed of 12 words per minute. (iii) The candidates committing not more than four percent mistakes in aggregate and only if he or she qualifies the Stenography test in both the languages shall be considered to have qualified the test for appointment of Steno typist.	(a) From amongst the Group "D" employees, working under the control of the President having an experience of working as such, for a minimum period of five years and
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from time to time	minimum educational qualification of matriculation(with Punjabi); and (b) As per the Government of Punjab, Department of Personnel (P.P.2 Branch) Instructions no.PERS-PP-2O PLCY/20-3PP2/70, dated 25.03.2021, should qualifies typing test within one year after promotion in English and Punjabi languages, on computer to be conducted by the competent authority or by the Department of Information Technology at a speed of 30 words per minute. In case he fail to qualify the said typing test he shall be reverted back to the parent post.
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(c) The probation shall be cleared only after passing the type test and after possessing a course of at least one hundred and twenty hours with hands on experience in the use of Personnel Computer or Information Technology in Office Productivity applications or Desktop publishing applications from Government recognized institution or a reputed institution, which is ISO 9001 certified.					
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6.	Driver	Hundred percent	---	From amongst the Candidate who have, - (i) passed Matriculate examination from a recognized Board or Institution. (ii) Driving License of Light Transport Vehicles (LTV); and (iii) five years experience for driving a Light Transport Vehicle (LTV).	---
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APPENDIX 'C'

(See rule 7)

Serial Number	Designation	Nature of penalty or order	Authority empowered to impose penalty or pass order	Appellate authority
1.	Law Researcher	Minor and major penalties as envisaged	President	Administrative Secretary
2.	Junior Scale Stenographer	in rule 5 of the Punjab Civil Services		
3.	Assistant Librarian	(Punishment and Appeal) Rules, 1970,		
4.	Steno-typist	as amended from time to time.		
5.	Clerk			
6.	Driver			

Appendix 'D'

[See rule 8]

GOVERNMENT OF PUNJAB

DEPARTMENT OF PERSONNEL AND ADMINISTRATIVE REFORMS

(PERSONNEL POLICIES BRANCH-I)

Notification

The 4th May, 1994

No.G.S.R..33/Const./Art.309/94.-In exercise of the powers conferred by the proviso to article 309 of the Constitution of India, and all other powers enabling in this behalf, the Governor of Punjab is pleased to make the following rules regulating the recruitment and general and common conditions of service of persons appointed to ¹[Group 'A', Group 'B' and Group 'C'] services in connection with the affairs of the State of Punjab, namely:-

1. Short title, commencement and application.- (1) These rules may be called the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.

(2) They shall come into force at once.

(3) They shall apply to all the posts in ¹[Group 'A', Group 'B' and Group 'C'] services in connection with the affairs of the State of Punjab.

2. Definitions.-In these rules, unless the context otherwise requires,-

(a) "appointing authority" means an appointing authority specified as such in the Service Rules made under article 309 of the Constitution of India in respect of any service or Post in connection with the affairs of the State of Punjab;

(b) "Board" means the Subordinate Service Selection Board, Punjab or any other authority constituted to perform its functions;

(c) "Commission" means the Punjab Public Service Commission;

(d) "direct appointment" means an appointment made otherwise than by promotion or by transfer of a person already in the service of Government of India or of a State Government;

(e) "Government" means the Government of the State of Punjab in the Department of Personnel and Administrative Reforms;

(f) "recognised university or institution" means,-

i) any university or institution incorporated by law in any of the State of India; or

ii) any other university or institution, which is declared by the Government to be recognised university or institution for the purposes of these rules;

(g) 1["Service" means any Group 'A' Service, Group 'B' Service and Group 'C' Service constituted in connection with the affairs of the State of Punjab as per scales given in the Appendix;]

(h) "Service Rules" means the service rules made under article 309 of the Constitution of India regulating the recruitment and conditions of service other than the general and common conditions of service of persons appointed to any service or post in connection with the affairs of the State of Punjab; and-

¹[i) i) "War Hero" means a defence services personnel or a para-military forces personnel, who is a bona fide resident of Punjab State and has been killed or discharged from service on account of disability suffered by him on or after 1st January,1999,while fighting in a war declared so by Government of India, in operations in Kargil or any other sector in J and K in the on going conflict with Pakistan or in any other operations which may be notified by the State Government to have been undertaken for preserving the unity and integrity of the Country; or

ii) a defence services personnel or a para-military forces personnel who was a bona fide resident of Punjab State and was posthumously decorated with Parmvir Chakra, Mahavir Chakra or Vir Chakra: Provided that,-

a) In exceptional instances, the cases of such War Heroes may also be covered, with the prior approval of the Department of Personnel who though not bona fide residents of Punjab State are yet closely connected to the State of Punjab;

b) In the case of War Heroes, falling in the category (ii) above, the benefits to be given by the State Government will be restricted only to first generation dependent members/next of the kin.

Note.-The Government reserves the right to include any other category of Awardees for the purpose of providing employment to the category of War Heroes, as may be notified.]

3. Nationality, domicile and character of person appointed to the Service.-

(1) No person shall be appointed to the Service unless he is,-

(a) a Citizen of India; or

(b) a Citizen of Nepal; or

(c) a Subject of Bhutan; or

(d) a Tibetan refugee who came over to India before the 1st day of January, 1962 with the intention of permanently settling in India;

or

(e) a person of India origin who has migrated from Pakistan, Burma, Sri Lanka and East African Countries of Kenya, Uganda and United Republic of Tanzania (formerly Tanganyika and Zanzibar), Zambia, Malawi, Zaire, Ethiopia and Vietnam with the intention of permanently settling in India:

Provided that a person belonging to any of the categories (b), (c), (d) and (e) shall be person in whose favor a certificate of eligibility has been given by the Government of Punjab in the Department of Home Affairs and Justice.

(2) A person in whose case a certificate of eligibility is necessary may be admitted to an examination or interview conducted by the Commission or the Board, as the case may be, on his furnishing proof that he has applied for the certificate but he shall not be appointed to the service unless the necessary certificate is given to him by the Government of Punjab in the Department of Home Affairs and Justice.

(3) No person shall be recruited to the Service by direct appointment, unless he produces,-

(a) a certificate of character from the Principal Academic Officer of the university, college, school or institution last attended, if any, and similar certificates from two responsible persons not being his relatives, who are well acquainted with him in his private life and are unconnected with him in his private life and are unconnected with his university, college, school or institution; and

(b) an affidavit to the effect that he was never convicted for any criminal offence involving moral turpitude and that he was never dismissed or removed from service of any State Government or of Government of India, or of any Public Sector Undertaking.

4. Disqualification.-No person,-

(a) who has entered into or contracted a marriage with a person having spouse living; or

(b) who, having a spouse living, has entered into or contracted a marriage with any person shall be eligible for appointment to the Service:

Provided that the Government, if satisfied that such marriage is permissible under the personal law applicable to such person and the other party to the marriage and that there are other grounds for so doing, exempt any person from the operation of this rule.

5. Age.-¹[(1) No person shall be recruited to the Service by direct appointment, if he is less than eighteen years or is more than thirty years of age in the case of non-technical posts and thirty-three years in the case of technical posts on the 1st

day of January of the year immediately preceding the last date fixed for submission of applications by the Commission or the Board, as the case may be.]

Provided that where different lower and upper age limits have been specifically prescribed for posts in the Service Rules, these limits shall be made applicable for appointment to such posts:

Provided further that the upper age limit may be relaxed up to forty-five years in the case of persons already in the employment of the Punjab Government, other State Government or the Government of India

Provided further that in the case of candidates belonging to Scheduled Castes and other Backward Classes, the upper age limit shall be such as may be fixed by the Government from time to time.

(2) In the case of ex-servicemen, the upper age limit shall be as has been prescribed in the Punjab Recruitment of Ex-servicemen Rules, 1982, as amended from time to time.

(3) In the case of appointment on compassionate grounds on priority basis, the upper age limit shall be such as may be specifically fixed by the Government from time to time.

² [(4) In the case of appointment of a War-hero, who has been discharged from defence services or para military forces on account of disability suffered by him or his widow or dependent member of his family, the upper age limit shall be such as may be specifically fixed by the Government from time to time.]

³[5A. Increase in upper age limit.- Notwithstanding anything contained in rule 5, on and with effect from the commencement of the Punjab Civil Service (General and Common Condition of Service) Amendment Rules, 2010, where in any other Service rules, or in Government instructions, the upper age limit for appointment to any Service or for any category or persons, if different from thirty-five years, it shall be deemed to have been increased by two years.]

6. Qualification etc.-Subject to the provisions of these rules, the number and character of posts, method of recruitment and educational qualifications and experience for appointment to a post or posts in a Service and the departmental

examination, if any, shall be such as may be specified in the Service Rules made for that Service:

¹{Provided that where appointment of Group 'A' or Group 'B' non-technical post is offered to a War-hero, who has been discharged from defence services or para military forces on account of disability suffered by him or his widow or dependent member of his family, under the instructions issued in this behalf by the Government, the educational qualification to be possessed by such person shall be graduation from a recognised university. Such person who: is offered Group 'A' or Group 'B' or Group 'C' non-technical post, shall not, however, be required to possess experience of technical or non-technical post at the time of his initial appointment.}

7. Probation.-(1) A person appointed to any post in the Service shall remain on probation for a period of two years, if recruited by direct appointment and one year if appointed otherwise:

Provided that-

- (a) any period, after such appointment, spent on deputation on a corresponding or a higher post shall count towards the period of probation;
- (b) in any case of an appointment by transfer, any period of work on an equivalent or higher rank, prior to appointment to the Service, may in the discretion of the appointing authority, be allowed to count towards the period of probation;
- (c) any period of officiating appointment to the Service shall be reckoned as period spent on probation; and
- (d) any kind of leave not exceeding six months during or at the end of period of probation, shall be counted towards the period of probation.

(2) If, in the opinion of the appointing authority, the work or conduct of a person during the period of probation is not satisfactory or he has failed to pass the departmental examination, if any, prescribed in Service Rules within a period not exceeding ³[one] and a half years from the date of appointment, it may,-

(a) if such person is recruited by direct appointment, dispense with his service, or revert him to a post on which he held lien prior to his appointment to the Service by direct appointment; and

(b) if such person is appointed otherwise-

(i) revert him to his former post; or

(ii) deal with him in such other manner as the terms and conditions of the previous appointment permit.

(3) On the completion of the period of probation of a person, the appointing authority may,-

(a) if his work and conduct has in its opinion been satisfactory-

(i) confirm such person, from the date of his appointment or from the date he completes his period of probation satisfactorily, if he is not already confirmed; or

(ii) declare that he has completed his probation satisfactorily, if he is already confirmed; or

(b) if his work or conduct has not been in its opinion, satisfactory or if has failed to pass the departmental examination, if any, specified in the Service Rules-

(i) dispense with his services, if appointed by direct appointment or if appointed otherwise revert him to his former post, or deal with him in such other manner as the terms and conditions of his previous appointment may permit;

(ii) extend his period of probation and thereafter pass such order as if could have passed on the expiry of the period of probation as specified in sub-rule (1):

Provided that the total period of probation including extension, if any, shall not exceed three years.

8. Seniority.-The seniority inter se of persons appointed to posts in each cadre of a Service shall be determined by the length of continuous service on such post in that cadre of the Service:

Provided that in the case of persons recruited by direct appointment who join within the period specified in the order of appointment or within such period as may be extended from time to time by the appointing authority subject to a maximum of four months from the date of order of appointment the order of merit determined by the Commission or the Board; as the case may be, shall not be disturbed:

Provided further that in case a person is permitted to join the post after the expiry of the said period of four months in consultation with the Commission or the Board, as the case may be, his seniority shall be determined from the date he joins the post:

Provided further that in case any person of the next selection has joined a post in the cadre of the concerned Service before the person referred to in the preceding proviso joins, the person so referred shall be placed below all the persons of the next selection who join within the time specified in the first proviso:

Provided further that in the case of two or more persons appointed on the same date, their seniority shall be determined as follows:-

(a) a person appointed by direct appointment shall be senior to a person appointed otherwise;

(b) a person appointed by promotion shall be senior to a person appointed by transfer;

(c) in the case of persons appointed by promotion or transfer, the seniority shall be determined according to the seniority of such persons in the appointments from which they were promoted or transferred; and

(d) in the case of persons appointed by transfer from different cadres their seniority shall be determined according to pay, preference being given to a person who was drawing a higher rate of pay in his previous appointment; and if the rates of pay drawn are also the same, then by their length of service in these appointments and if the length of service is also the same, an older person shall be senior to a younger person.

¹[Provided further that in the case of persons recruited by direct appointment in the same cadre obtaining equal marks during same selection process, their inter-se-seniority shall be determined on the basis of their age. That is an older person shall be senior to the younger person.]

Note.-Seniority of persons appointed on purely provisional basis or on ad hoc basis shall be determined as and when they are regularly appointed keeping in view the dates of such regular appointment.

9. Liability of members of service to transfer.-A member of a Service may be transferred to any post whether included in any other service or not, on the same terms and conditions as specified in rule 3.17 of the Punjab Civil Services Rules, Volume-I, Part-I.

10. Liability to serve.-A member of Service shall be liable to serve at any place, whether within or out of the State of Punjab, on being ordered so to do by the appointing authority.

11. Leave, pension and other matters.-In respect of pay, leave, pension and all other matters not expressly provided for in these rules, a member of Service shall be governed by such rules and regulations as may have been or may hereafter be adopted or made by the competent authority.

12. Discipline, penalties and appeals. -(1) In the matter of discipline, punishment and appeals, a member of a Service shall be governed by the Punjab Civil Services (Punishment and Appeal) Rules, 1970 as amended from time to time.

(2) The authority empowered to impose penalties specified in rule 5 of the Punjab Civil Services (Punishment and Appeal) Rules, 1970 and the appellate authority thereunder in respect of the Government employee shall be such as may be specified in the Service Rules.

13. Liability for vaccination and re-vaccination.--Every member of a Service shall get himself vaccinated or re-vaccinated when Punjab Government so directs by a special or general order.

14. Oath of allegiance.-Every member of a Service unless he has already done so, shall be required to take oath of allegiance to India and to the Constitution of India as by law established.

¹14A. Minimum Educational and other Qualifications for appointment to the post of Senior Assistant by –

Direct Appointment	Promotion
No person shall be given direct appointment to the post of Senior Assistant under the Punjab Government, unless he- (i) Possesses the Bachelor's Degree from a recognized University or Institution; and (ii) Qualifies in the competitive test specified by the appointing authority from time to time; and (iii) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in office Productivity applications or Desktop Publishing applications from a Government recognized institution or a reputed institution, which is ISO 9001, certified. OR Possesses a Computer Information Technology Course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India.	From amongst the clerks, who have an experience of working as such for a minimum period of five years.

(2) The person so appointed as Senior Assistant in terms of the Provisions of sub-rule (1), shall have, before his appointment, passed a test in English and Punjabi respectively, typewriting on Computer to be conducted by the Board or the Appointing Authority or the Department of Information Technology, as the case may be, at a speed of thirty words per minute:

Provided that where appointment of Group 'B' non-technical post is offered to a War Hero, who has been discharged from Defence Services or dependent member of his family under the instructions issued in this behalf by the Government, the educational qualifications to be possessed by such person shall be Graduate from a recognized University or Institution. However, such person shall not be required to qualify the test in Punjabi type-writing as provided in sub-rule (2)".

¹[15. Minimum Educational and other qualifications:-

- (1) (i) No person shall be given direct appointment to the post of Clerk under the Punjab Government unless he possesses the Bachelor's Degree from a recognized University or Institution; and
- (ii) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in Office

Productivity applications or Desktop publishing applications from a Government recognised institution or a reputed institution, which is ISO 9001, certified.

OR

Possesses a Computer information Technology course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India;

(2) The person so appointed as Clerk in terms of the provisions of sub-rule(1), shall have, before his appointment, passed a test in English and Punjabi, respectively, on computer to be conducted by the Board or the appointing authority or the Department of Information Technology as the case may be, at the speed of thirty words per minutes.

Provided that where appointment of Group 'C' non-technical post is offered to a War Hero, who has been discharged from Defence Services or dependent member of his family, under the instructions issued in this behalf by the Government, the educational qualifications to be possessed by such person shall be Graduate from a recognized University or Institution. However, such person shall not be required to qualify the test in Punjabi type-writing as specified in sub-rule (2).]

¹[15 A. Minimum Educational and other Qualifications for appointment to the post of Senior Scale Stenographer by –

Direct Appointment	Promotion
No person shall be given direct appointment to the post of Senior Scale Stenographer under the Punjab Government unless he –	(i) From amongst the Junior Scale Stenographers, who have an experience of working as such for a minimum period of one year.
(i) Possesses the Bachelor's Degree from a recognized University or Institution; and	Provided that if the Junior Scale Stenographer is not available then from amongst the Steno typists, who have an experience of working as such for a minimum period of five
(ii) Qualifies in a Stenography test in four paras (two in Punjabi and two in English language) containing 250 words each as	

follows:- (a) The passage in Punjabi shall be dictated at a speed of 100 words per minute in Punjabi language required to be transcribed these (at typewriter/computer) at a speed of 20 words per minute; and (b) The passage in English shall be dictated at a speed of 60 words per minute in English language required to be transcribed these (at typewriter/computer) at the speed of 12 words per minute. (iii) The candidates committing not more than 4 % mistakes in aggregate and only if he/she qualifies the stenography test in both the language shall be considered to have qualified at test for appointment as Senior Scale Stenographer”. (iv) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in Office Productivity applications or Desktop	years; and (ii) Qualifies in a stenography test in four paras (two in Punjabi and tow in English language) containing 250 words each as follows:- (a) The passage in Punjabi shall be dictated at a speed of 100 words per minute in Punjabi language required to be transcribed these (at typewriter/computer) at a speed of 20 words per minute; and (b) The passage in English shall be dictated at a speed of 60 words per minute in English language required to be transcribed these (at typewriter/computer) at the speed of 12 words per minute. (iii) The candidates committing not more than 4 % mistakes in aggregate and only if he/she qualifies the Stenography test in both the language shall be considered to have qualified at the test for promotion as Senior Scale Stenographer”.
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Publishing applications from a Government recognised institution or a reputed institution, which is ISO 9001, certified. OR Possesses a Computer information Technology course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India.	
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16. Minimum Educational and other Qualifications for appointment to the post of Steno-typist or Junior Scale Stenographer.- No person shall be given direct appointment to the post of a Steno-typist or a Junior Scale Stenographer under the Punjab Government unless he-

- (a) Possesses Bachelor's Degree from a recognised University or Institution; and,
- (b) Qualifies a test in Punjabi Stenography to be held by the Board or by the appointing authority at a speed specified by the Government from time to time; and
- (C) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in Office Productivity applications or Desktop Publishing applications from Government recognised institution or a reputed institution, which is ISO 9001, certified.

OR

Possesses a Computer information Technology Course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India.]

17. Knowledge of Punjabi Language.-No person shall be appointed to any post in any service by direct appointment unless he has passed Matriculation examination with Punjabi as one of the compulsory or elective subjects or any other equivalent examination in Punjabi language, which may be specified by the Government from time to time:

Provided that where a person is appointed on compassionate grounds on priority basis under the instructions issued in this behalf by the Government from time to time, the person so appointed shall have to pass an examination of Punjabi Language equivalent to Matriculation standard or he shall have to qualify a test conducted by the Language Wing of the Department of Education of Punjab Government within a period of six months from the date of his appointment:

Provided further that where educational qualifications for a post in any service are lower than the Matriculation standard, then the person so appointed shall have to pass an examination of Punjabi Language equivalent to Middle standard:

Provided further that where a War Hero, who has been discharged from defence services or paramilitary forces on account of disability suffered by him or his widow or dependent member of his family, is appointed under the instructions issued in this behalf by the Government, the person so appointed will not be required to possess aforesaid knowledge of Punjabi Language :

Provided further that where a ward of Defence Service Personnel, who is bona fide resident of Punjab State, is appointed by direct appointment, he shall have to pass an examination of Punjabi Language equivalent to Matriculation Standard or he shall have to qualify a test conducted by the Language Wing of the Department of Education of Punjab Government within a period of two years from the date of his appointment.]

18. Promotion to Group 'A' and Group 'B' Services.-

(1) (a) For promotion to the post as Head of Department would be decided strictly on the basis of merit-cum-seniority as per the instructions issued by the Government from time to time. The minimum benchmark for promotion for such post would be 'Very Good'. The officer who is graded as 'Outstanding' would supersede the officer graded as 'Very Good'.

(b) For Promotion to post falling in Group 'A' other than Head of Department, the minimum benchmark will be 'Very Good' as per instructions issued by the Government from time to time. There shall be no supersession on the basis of merit.

(c) For promotion to post falling in Group 'B', the minimum benchmark will be 'Good' and there shall be no supersession on the basis of merit.

2) Debarring for consideration for promotion of a Government employee who refuses to accept promotion.-In the event of refusal to accept promotion by a member of a service, he shall be debarred by the appointing authority from consideration for promotion for all the consecutive chances which may occur in future within a period of two years from the date of such refusal to accept promotion:

Provided that in case where the appointing authority is satisfied that a member of a service has refused to accept promotion under the circumstances beyond his control, it may exempt such a member for reasons to be recorded, therefor in writing from the operation of this rule.]

19. Power to relax.-Where the Government is of the opinion that it is necessary or expedient so to do, it may by order, for reasons to be recorded in writing, relax any of the provisions of these rules with respect to any class or category of persons.

Provided that the provisions relating to educational qualifications and experience, if any, shall not be relaxed.

20. Over-riding effect.-The provisions of these rules shall have effect notwithstanding anything contrary contained in any rules for the time being in force for regulating the recruitment and conditions of service for appointment to public service and posts in connection with the affairs of the State.

21. Interpretation.-If any question arises as to the interpretation of these rules, the Government shall decide the same.

APPENDIX

(See rule 2)

Group 'A': posts in initial entry revised scales of pay having a maximum of Rs. 11,660 or more: Provided that all existing Class I posts irrespective of the monetary limits of the pay scales shall be placed in Group 'A'.

Group 'B': Posts in initial entry revised scales of pay with maximum ranging between Rs. 10,640 to Rs.11,659;

Group 'C': Posts in initial entry revised scales of pay with maximum ranging between Rs.5,160 to Rs.10,639.

Sd/-

A.S. CHATTHA,
Chief Secretary to Government of Punjab

PART III

GOVERNMENT OF PUNJAB

DEPARTMENT OF PERSONNEL

(PERSONNEL POLICIES-1 BRANCH)

NOTIFICATION

The 20th December 2016

No.G.S.R.85/Const./Art.309/Amd.(19)/2016.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (Third Amendment) Rules, 2016
 - (2) They shall come into force on and with effect from the date of their publication In the Official Gazette.
2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, in rule 5, in the second proviso for the words and sigh "Punjab Government", the words "Punjab Government or any Board, Corporation, Commission or Authority under it" shall be substituted.

Sd/-

SARVESH KAUSHAL,
Chief Secretary to Government of Punjab

PART III
GOVERNMENT OF PUNJAB
DEPARTMENT OF PERSONNEL
(PERSONNEL POLICIES-1 BRANCH)
NOTIFICATION

The 4th December 2017

No.G.S.R.44/Const./Art.309/Amd.(20)/2017.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (Amendment) Rules, 2017
 - (2) They shall come into force on and with effect from the date of their publication In the Official Gazette.
2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, in rule 7, in sub-rule (3), for the existing proviso the following proviso shall be substituted, namely:-
- “Provided that the total period of probation including extension, if any, shall not exceed four years, if recruited by direct appointment and three years if appointed otherwise”.

Sd/-

KARAN AVTAR SINGH.
Chief Secretary to Government of Punjab

PART III
GOVERNMENT OF PUNJAB
DEPARTMENT OF PERSONNEL
(PERSONNEL POLICIES-1 BRANCH)
NOTIFICATION

The 13th September, 2019

No.G.S.R.31/Const./Art.309/Amd.(21)/2019.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (First Amendment) Rules, 2019
- (2) They shall come into force on and with effect from the date of their publication In the Official Gazette.
2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, (hereinafter referred to as the said rules), in rule 14 A, under column captioned as “Promotion”, for the words “five years, the words “four years” shall be substituted.
3. In the said rules, in rule 15A, under column captioned as “Promotion”, in clause (i) in the proviso for the words “five years”, the words “four years” shall be substituted.

Sd/-

KARAN AVTAR SINGH.
Chief Secretary to Government of Punjab

PART III
GOVERNMENT OF PUNJAB
DEPARTMENT OF PERSONNEL
(PERSONNEL POLICIES-1 BRANCH)
NOTIFICATION

The 28th October, 2022

No.G.S.R.72/Const./Art.309/Amd.(22)/2022.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (First Amendment) Rules, 2022.
- (2) They shall come into force on and with effect from the date of their publication In the Official Gazette.
2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, in rule 17, in the first proviso, for the words “Provided that where a person”. The following shall be substituted, namely:-

“Provided that no person shall be appointed to any post in Group-‘C’ service unless he has passed a qualifying test of Punjabi Language equivalent to Matriculation standard with at least fifty per cent marks, to be conducted by respective recruitment agencies in addition to competitive examination. The test of Punjabi Language shall be a mandatory qualifying test and failure to secure a minimum of fifty per cent marks in Punjabi Language will disqualify the candidate for being considered in the final merit list of candidates to be selected irrespective of their scores or marks in other papers of the respective exam.

Provided further that where a person”.

Sd/-

VIJAY KUMAR JANJUA,
Chief Secretary to Government of Punjab.

Sd/-

RAHUL TEWARI, I.A.S
Principal Secretary to Government of Punjab,
Department of Food, Civil Supplies and Consumer Affairs

PART III

GOVERNMENT OF PUNJAB

DEPARTMENT OF FOOD, CIVIL SUPPLIES AND CONSUMER AFFAIRS
(CONSUMER PROTECTION ACT BRANCH)

NOTIFICATION

The 6th August, 2026

No.G.S.R.48/C.A.35/2019/S.102/2026.- In exercise of the powers conferred by clause (i) of sub-section (2) of section 102 of the Consumer Protection Act, 2019 (Central Act No.35 of 2019), and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules regulating the recruitment and conditions of service of the persons appointed to the Punjab District Consumer Disputes Redressal Commission **(Group 'B')** Service, namely:-

RULES

1. **Short title, commencement and application.** – (1) These rules may be called 'the Punjab District Consumer Disputes Redressal Commission **(Group 'B')** Service Rules, 2026.
(2) They shall come into force on and with effect from the date of their publication in the Official Gazette.
(3) They shall apply to the posts specified in Appendix 'A'.
2. **Definitions.** - (1) In these rules, unless the context otherwise requires, -
 - (a) "Act" means the Consumer Protection Act, 2019 (Central Act No.35 of 2019);

-
- (b) "Administrative Secretary" wherever appearing in these rules, means the Special Chief Secretary or Additional Chief Secretary or Financial Commissioner or Principal Secretary or Secretary, whoever is the administrative head of the Department of Food, Civil Supplies and Consumer Affairs;
- (c) "Appendix" means the Appendix appended to these rules;
- (d) "Government" means the Government of the State of Punjab, in the Department of Food, Civil Supplies and Consumer Affairs;
- (e) "President" means the President of the State Consumer Disputes Redressal Commission, Punjab; and
- (f) "Service" means the Punjab District Consumer Disputes Redressal Commission (**Group 'B'**) Service.
- (2) The words and expressions used, but not defined in these rules, shall have the same meaning as, respectively, assigned to them in the Act and the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.
3. **Number and character of posts.**- The Service shall comprise the posts specified in Appendix 'A':
- Provided that nothing in these rules shall affect the inherent right of the Government to add to or to reduce the number of such posts or to create new posts with different designations and scales of pay, whether permanently or temporarily.
4. **Appointing authority.** - All appointments to the Service shall be made by the President.

5. **Pay of members of the Service.** – The members of the Service shall be entitled to such scales of pay as may be authorized by the Department of Finance, Punjab, from time to time. The scales of pay at present, in force in respect of the members of the Service, are given in Appendix ‘A’.

6. **Method of appointment, qualifications and experience:**-(1) All appointments to the Service shall be made in the manner as specified in Appendix ‘B’:

Provided that if no suitable candidate is eligible for appointment to the Service by promotion, the appointment to the Service may be made by transfer of a person holding an analogous post under the State Government or the Government of India.

(2) No person shall be appointed to the post in the Service, unless he possesses the qualification and experience as specified against that post in Appendix ‘B’.

(3) Appointment to the Service by promotion shall be made on seniority-cum-merit basis, but no person shall have any right to claim promotion on the basis of seniority alone.

7. **Discipline, punishment and appeal.**-(1) In the matters of discipline, punishment and appeal, the members of the Service shall be governed by the Punjab Civil Services (Punishment and Appeal) Rules, 1970, as amended from time to time.

(2) The authority empowered to impose penalties as specified in Rule 5 of the Punjab Civil Services (Punishment and Appeal) Rules, 1970, and the appellate authority thereunder in respect of the member of Service against an order as specified in Punjab Civil

Services (Punishment and Appeal) Rules, 1970 shall be as per Appendix 'C'.

8. Application of the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.- (1) In respect of the matters, which are not specifically provided in these rules, the members of the Service shall be governed by the provisions of the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, as amended from time to time.

(2) The Punjab Civil Services (General and Common Conditions of Service) rules, 1994, at present in force, are contained in Appendix 'D'.

9. Interpretation: - If any issue arises with regard to the interpretation of these rules, the Government in consultation with the State Consumer Disputes Redressal Commission, Punjab shall decide the same.

APPENDIX 'A'

(See rules 1 (3), 3 and 5)

Serial number	Designation of the post	Number of posts	Pay level/scales for the members of the Service recruited in the Service prior to 17.07.2020 (in rupees)	Pay level/scales for the members of the Service recruited in the Service on or after 17.07.2020 (in rupees)
1	2	3	4	5
1.	Superintendent Grade-II	23	43000-136000 (Level-12)	---
2.	Senior Assistant	23	38500-122700 (Level-11)	35400 (Level-6)
3.	Reader/Bench Clerk	23	38500-122700 (Level-11)	---
4.	Senior Scale Stenographer	23	38500-122700 (Level-11)	---
	Total	92		

NOTE:- 1.The members of the service appointed by direct recruitment on or after 17.07.2020 shall not be covered under the 6th Punjab Pay Commission scales, even after promotion.

APPENDIX 'B'

(See rule 6)

Serial number	Designation of the post	Percentage of appointment by		Method of recruitment, qualifications and experience for appointment by	
		Direct appointment	Promotion	Direct appointment	Promotion
1.	Superintendent Grade-II	---	Hundred percent	---	From amongst the Senior Assistants, Reader/Bench Clerks and Senior Scale Stenographers who are members of this Service, and who have an experience of working as such, for a minimum period of seven years. Provided that if the Senior Assistant, Reader/Bench Clerk or Senior Scale Stenographer is not eligible for promotion then from the Clerk or Junior Scale

					Stenographers, who are members of the Punjab District Consumer Disputes Redressal Commission (Group 'C') Service, and who have an experience of working as such, for a minimum period of fifteen years .
2.	Senior Assistant	Twenty five percent	Seventy five percent	As per the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.	From amongst the Clerks, who are members of the Punjab District Consumer Disputes Redressal Commission (Group 'C') Service. The requisite experience for promotion to the post of Senior Assistant shall be as prescribed in the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.

3.	Reader/Bench Clerk	---	Hundred percent	--	From amongst the Clerks, who are members of the Punjab District Consumer Disputes Redressal Commissions (Group 'C') Service, and who have an experience of working as such, for a minimum period of four years.
4.	Senior Scale Stenographer	---	Hundred percent	---	From amongst the Junior Scale Stenographers, who are members of the Punjab District Consumer Disputes Redressal Commission (Group 'C') Service. The requisite experience for promotion to the post of Senior Scale Stenographer shall be as prescribed in the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.

NOTE:- 1. The seniority of members of the Service shall be determined at the State Level.

APPENDIX 'C'

(See rule 7)

Serial number	Designation of the post	Nature of penalty or order	Authority empowered to impose penalty or pass order	Appellate authority
1.	Superintendent Grade-II	Minor and major penalties as	President	Administrative Secretary
2.	Senior Assistant	envisaged in rule 5 of the Punjab Civil		
3.	Reader or Bench Clerk	Services (Punishment and		
4.	Senior Scale Stenographer	Appeal) Rules, 1970, as amended from time to time.		

Appendix 'D'**[See rule 8]****GOVERNMENT OF PUNJAB**

DEPARTMENT OF PERSONNEL AND ADMINISTRATIVE REFORMS

(PERSONNEL POLICIES BRANCH-I)

Notification

The 4th May, 1994

No.G.S.R..33/Const./Art.309/94.-In exercise of the powers conferred by the proviso to article 309 of the Constitution of India, and all other powers enabling in this behalf, the Governor of Punjab is pleased to make the following rules regulating the recruitment and general and common conditions of service of persons appointed to ¹[Group 'A', Group 'B' and Group 'C'] services in connection with the affairs of the State of Punjab, namely:-

1. Short title, commencement and application.- (1) These rules may be called the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.

(2) They shall come into force at once.

(3) They shall apply to all the posts in ¹[Group 'A', Group 'B' and Group 'C'] services in connection with the affairs of the State of Punjab.

2. Definitions.-In these rules, unless the context otherwise requires,-

(a) "appointing authority" means an appointing authority specified as such in the Service Rules made under article 309 of the Constitution of India in respect of any service or Post in connection with the affairs of the State of Punjab;

(b) "Board" means the Subordinate Service Selection Board, Punjab or any other authority constituted to perform its functions;

(c) "Commission" means the Punjab Public Service Commission;

(d) "direct appointment" means an appointment made otherwise than by promotion or by transfer of a person already in the service of Government of India or of a State Government;

(e) "Government" means the Government of the State of Punjab in the Department of Personnel and Administrative Reforms;

(f) "recognised university or institution" means,-

i) any university or institution incorporated by law in any of the State of India; or

ii) any other university or institution, which is declared by the Government to be recognised university or institution for the purposes of these rules;

(g) 1["Service" means any Group 'A' Service, Group 'B' Service and Group 'C' Service constituted in connection with the affairs of the State of Punjab as per scales given in the Appendix;]

(h) "Service Rules" means the service rules made under article 309 of the Constitution of India regulating the recruitment and conditions of service other than the general and common conditions of service of persons appointed to any service or post in connection with the affairs of the State of Punjab; and-

¹[i) "War Hero" means a defence services personnel or a para-military forces personnel, who is a bona fide resident of Punjab State and has been killed or discharged from service on account of disability suffered by him on or after 1st January,1999,while fighting in a war declared so by Government of India, in operations in Kargil or any other sector in J and K in the on going conflict with Pakistan or in any other operations which may be notified by the State Government to have been undertaken for preserving the unity and integrity of the Country; or

ii) a defence services personnel or a para-military forces personnel who was a bona fide resident of Punjab State and was posthumously decorated with Parmvir Chakra, Mahavir Chakra or Vir Chakra: Provided that,-

a) In exceptional instances, the cases of such War Heroes may also be covered, with the prior approval of the Department of Personnel who though not bona fide residents of Punjab State are yet closely connected to the State of Punjab;

b) In the case of War Heroes, falling in the category (ii) above, the benefits to be given by the State Government will be restricted only to first generation dependent members/next of the kin.

Note.-The Government reserves the right to include any other category of Awardees for the purpose of providing employment to the category of War Heroes, as may be notified.]

3. Nationality, domicile and character of person appointed to the Service.-

(1) No person shall be appointed to the Service unless he is,-

(a) a Citizen of India; or

(b) a Citizen of Nepal; or

(c) a Subject of Bhutan; or

(d) a Tibetan refugee who came over to India before the 1st day of January, 1962 with the intention of permanently settling in India;

or

(e) a person of India origin who has migrated from Pakistan, Burma, Sri Lanka and East African Countries of Kenya, Uganda and United Republic of Tanzania (formerly Tanganyika and Zanzibar), Zambia, Malawi, Zaire, Ethiopia and Vietnam with the intention of permanently settling in India:

Provided that a person belonging to any of the categories (b), (c), (d) and (e) shall be person in whose favor a certificate of eligibility has been given by the Government of Punjab in the Department of Home Affairs and Justice.

(2) A person in whose case a certificate of eligibility is necessary may be admitted to an examination or interview conducted by the Commission or the Board, as the case may be, on his furnishing proof that he has applied for the certificate but he shall not be appointed to the service unless the necessary certificate is given to him by the Government of Punjab in the Department of Home Affairs and Justice.

(3) No person shall be recruited to the Service by direct appointment, unless he produces,-

(a) a certificate of character from the Principal Academic Officer of the university, college, school or institution last attended, if any, and similar certificates from two responsible persons not being his relatives, who are well acquainted with him in his private life and are unconnected with him in his private life and are unconnected with his university, college, school or institution; and

(b) an affidavit to the effect that he was never convicted for any criminal offence involving moral turpitude and that he was never dismissed or removed from service of any State Government or of Government of India, or of any Public Sector Undertaking.

4. Disqualification.-No person,-

(a) who has entered into or contracted a marriage with a person having spouse living; or

(b) who, having a spouse living, has entered into or contracted a marriage with any person shall be eligible for appointment to the Service:

Provided that the Government, if satisfied that such marriage is permissible under the personal law applicable to such person and the other party to the marriage and that there are other grounds for so doing, exempt any person from the operation of this rule.

5. Age.-¹ (1) No person shall be recruited to the Service by direct appointment, if he is less than eighteen years or is more than thirty years of age in the case of non-technical posts and thirty-three years in the case of technical posts on the 1st

day of January of the year immediately preceding the last date fixed for submission of applications by the Commission or the Board, as the case may be.]

Provided that where different lower and upper age limits have been specifically prescribed for posts in the Service Rules, these limits shall be made applicable for appointment to such posts:

Provided further that the upper age limit may be relaxed up to forty-five years in the case of persons already in the employment of the Punjab Government, other State Government or the Government of India

Provided further that in the case of candidates belonging to Scheduled Castes and other Backward Classes, the upper age limit shall be such as may be fixed by the Government from time to time.

(2) In the case of ex-servicemen, the upper age limit shall be as has been prescribed in the Punjab Recruitment of Ex-servicemen Rules, 1982, as amended from time to time.

(3) In the case of appointment on compassionate grounds on priority basis, the upper age limit shall be such as may be specifically fixed by the Government from time to time.

²[(4) In the case of appointment of a War-hero, who has been discharged from defence services or para military forces on account of disability suffered by him or his widow or dependent member of his family, the upper age limit shall be such as may be specifically fixed by the Government from time to time.]

³[5A. Increase in upper age limit.- Notwithstanding anything contained in rule 5, on and with effect from the commencement of the Punjab Civil Service (General and Common Condition of Service) Amendment Rules, 2010, where in any other Service rules, or in Government instructions, the upper age limit for appointment to any Service or for any category or persons, if different from thirty-five years, it shall be deemed to have been increased by two years.]

6. Qualification etc.-Subject to the provisions of these rules, the number and character of posts, method of recruitment and educational qualifications and experience for appointment to a post or posts in a Service and the departmental

examination, if any, shall be such as may be specified in the Service Rules made for that Service:

¹{Provided that where appointment of Group 'A' or Group 'B' non-technical post is offered to a War-hero, who has been discharged from defence services or para military forces on account of disability suffered by him or his widow or dependent member of his family, under the instructions issued in this behalf by the Government, the educational qualification to be possessed by such person shall be graduation from a recognised university. Such person who: is offered Group 'A' or Group 'B' or Group 'C' non-technical post, shall not, however, be required to possess experience of technical or non-technical post at the time of his initial appointment.}

7. Probation.-(1) A person appointed to any post in the Service shall remain on probation for a period of two years, if recruited by direct appointment and one year if appointed otherwise:

Provided that-

- (a) any period, after such appointment, spent on deputation on a corresponding or a higher post shall count towards the period of probation;
- (b) in any case of an appointment by transfer, any period of work on an equivalent or higher rank, prior to appointment to the Service, may in the discretion of the appointing authority, be allowed to count towards the period of probation;
- (c) any period of officiating appointment to the Service shall be reckoned as period spent on probation; and
- (d) any kind of leave not exceeding six months during or at the end of period of probation, shall be counted towards the period of probation.

(2) If, in the opinion of the appointing authority, the work or conduct of a person during the period of probation is not satisfactory or he has failed to pass the departmental examination, if any, prescribed in Service Rules within a period not exceeding ³[one] and a half years from the date of appointment, it may,-

(a) if such person is recruited by direct appointment, dispense with his service, or revert him to a post on which he held lien prior to his appointment to the Service by direct appointment; and

(b) if such person is appointed otherwise-

(i) revert him to his former post; or

(ii) deal with him in such other manner as the terms and conditions of the previous appointment permit.

(3) On the completion of the period of probation of a person, the appointing authority may,-

(a) if his work and conduct has in its opinion been satisfactory-

(i) confirm such person, from the date of his appointment or from the date he completes his period of probation satisfactorily, if he is not already confirmed; or

(ii) declare that he has completed his probation satisfactorily, if he is already confirmed; or

(b) if his work or conduct has not been in its opinion, satisfactory or if has failed to pass the departmental examination, if any, specified in the Service Rules-

(i) dispense with his services, if appointed by direct appointment or if appointed otherwise revert him to his former post, or deal with him in such other manner as the terms and conditions of his previous appointment may permit;

(ii) extend his period of probation and thereafter pass such order as if could have passed on the expiry of the period of probation as specified in sub-rule (1):

Provided that the total period of probation including extension, if any, shall not exceed three years.

8. Seniority.-The seniority inter se of persons appointed to posts in each cadre of a Service shall be determined by the length of continuous service on such post in that cadre of the Service:

Provided that in the case of persons recruited by direct appointment who join within the period specified in the order of appointment or within such period as may be extended from time to time by the appointing authority subject to a maximum of four months from the date of order of appointment the order of merit determined by the Commission or the Board; as the case may be, shall not be disturbed:

Provided further that in case a person is permitted to join the post after the expiry of the said period of four months in consultation with the Commission or the Board, as the case may be, his seniority shall be determined from the date he joins the post:

Provided further that in case any person of the next selection has joined a post in the cadre of the concerned Service before the person referred to in the preceding proviso joins, the person so referred shall be placed below all the persons of the next selection who join within the time specified in the first proviso:

Provided further that in the case of two or more persons appointed on the same date, their seniority shall be determined as follows:-

- (a) a person appointed by direct appointment shall be senior to a person appointed otherwise;
- (b) a person appointed by promotion shall be senior to a person appointed by transfer;
- (c) in the case of persons appointed by promotion or transfer, the seniority shall be determined according to the seniority of such persons in the appointments from which they were promoted or transferred; and
- (d) in the case of persons appointed by transfer from different cadres their seniority shall be determined according to pay, preference being given to a person who was drawing a higher rate of pay in his previous appointment; and if the rates of pay drawn are also the same, then by their length of service in these appointments and if the length of service is also the same, an older person shall be senior to a younger person.

¹[Provided further that in the case of persons recruited by direct appointment in the same cadre obtaining equal marks during same selection process, their inter-se-seniority shall be determined on the basis of their age. That is an older person shall be senior to the younger person.]

Note.-Seniority of persons appointed on purely provisional basis or on ad hoc basis shall be determined as and when they are regularly appointed keeping in view the dates of such regular appointment.

9. Liability of members of service to transfer.-A member of a Service may be transferred to any post whether included in any other service or not, on the same terms and conditions as specified in rule 3.17 of the Punjab Civil Services Rules, Volume-I, Part-I.

10. Liability to serve.-A member of Service shall be liable to serve at any place, whether within or out of the State of Punjab, on being ordered so to do by the appointing authority.

11. Leave, pension and other matters.-In respect of pay, leave, pension and all other matters not expressly provided for in these rules, a member of Service shall be governed by such rules and regulations as may have been or may hereafter be adopted or made by the competent authority.

12. Discipline, penalties and appeals. -(1) In the matter of discipline, punishment and appeals, a member of a Service shall be governed by the Punjab Civil Services (Punishment and Appeal) Rules, 1970 as amended from time to time.

(2) The authority empowered to impose penalties specified in rule 5 of the Punjab Civil Services (Punishment and Appeal) Rules, 1970 and the appellate authority thereunder in respect of the Government employee shall be such as may be specified in the Service Rules.

13. Liability for vaccination and re-vaccination.--Every member of a Service shall get himself vaccinated or re-vaccinated when Punjab Government so directs by a special or general order.

14. Oath of allegiance.-Every member of a Service unless he has already done so, shall be required to take oath of allegiance to India and to the Constitution of India as by law established.

¹14A. Minimum Educational and other Qualifications for appointment to the post of Senior Assistant by –

Direct Appointment	Promotion
No person shall be given direct appointment to the post of Senior Assistant under the Punjab Government, unless he- (i) Possesses the Bachelor's Degree from a recognized University or Institution; and (ii) Qualifies in the competitive test specified by the appointing authority from time to time; and (iii) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in office Productivity applications or Desktop Publishing applications from a Government recognized institution or a reputed institution, which is ISO 9001, certified. OR Possesses a Computer Information Technology Course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India.	From amongst the clerks, who have an experience of working as such for a minimum period of five years.

(2) The person so appointed as Senior Assistant in terms of the Provisions of sub-rule (1), shall have, before his appointment, passed a test in English and Punjabi respectively, typewriting on Computer to be conducted by the Board or the Appointing Authority or the Department of Information Technology, as the case may be, at a speed of thirty words per minute:

Provided that where appointment of Group 'B' non-technical post is offered to a War Hero, who has been discharged from Defence Services or dependent member of his family under the instructions issued in this behalf by the Government, the educational qualifications to be possessed by such person shall be Graduate from a recognized University or Institution. However, such person shall not be required to qualify the test in Punjabi type-writing as provided in sub-rule (2)".

¹[15. Minimum Educational and other qualifications:-

(1) (i) No person shall be given direct appointment to the post of Clerk under the Punjab Government unless he possesses the Bachelor's Degree from a recognized University or Institution; and

(ii) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in Office

Productivity applications or Desktop publishing applications from a Government recognised institution or a reputed institution, which is ISO 9001, certified.

OR

Possesses a Computer information Technology course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India;

(2) The person so appointed as Clerk in terms of the provisions of sub-rule(1), shall have, before his appointment, passed a test in English and Punjabi, respectively, on computer to be conducted by the Board or the appointing authority or the Department of Information Technology as the case may be, at the speed of thirty words per minutes.

Provided that where appointment of Group 'C' non-technical post is offered to a War Hero, who has been discharged from Defence Services or dependent member of his family, under the instructions issued in this behalf by the Government, the educational qualifications to be possessed by such person shall be Graduate from a recognized University or Institution. However, such person shall not be required to qualify the test in Punjabi type-writing as specified in sub-rule (2).]

¹[15 A. Minimum Educational and other Qualifications for appointment to the post of Senior Scale Stenographer by –

Direct Appointment	Promotion
No person shall be given direct appointment to the post of Senior Scale Stenographer under the Punjab Government unless he –	(i) From amongst the Junior Scale Stenographers, who have an experience of working as such for a minimum period of one year.
(i) Possesses the Bachelor's Degree from a recognized University or Institution; and	Provided that if the Junior Scale Stenographer is not available then from amongst the Steno typists, who have an experience of working as such for a minimum period of five
(ii) Qualifies in a Stenography test in four paras (two in Punjabi and two in English language) containing 250 words each as	

follows:- (a) The passage in Punjabi shall be dictated at a speed of 100 words per minute in Punjabi language required to be transcribed these (at typewriter/computer) at a speed of 20 words per minute; and (b) The passage in English shall be dictated at a speed of 60 words per minute in English language required to be transcribed these (at typewriter/computer) at the speed of 12 words per minute. (iii) The candidates committing not more than 4 % mistakes in aggregate and only if he/she qualifies the stenography test in both the language shall be considered to have qualified at test for appointment as Senior Scale Stenographer”. (iv) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in Office Productivity applications or Desktop	years; and (ii) Qualifies in a stenography test in four paras (two in Punjabi and tow in English language) containing 250 words each as follows:- (a) The passage in Punjabi shall be dictated at at a speed of 100 words per minute in Punjabi language required to be transcribed these (at typewriter/computer) at a speed of 20 words per minute; and (b) The passage in English shall be dictated at a speed of 60 words per minute in English language required to be transcribed these (at typewriter/computer) at the speed of 12 words per minute. (iii) The candidates committing not more than 4 % mistakes in aggregate and only if he/she qualifies the Stenography test in both the language shall be considered to have qualified at the test for promotion as Senior Scale Stenographer”.
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Publishing applications from a Government recognised institution or a reputed institution, which is ISO 9001, certified. OR Possesses a Computer information Technology course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India.	
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16. Minimum Educational and other Qualifications for appointment to the post of Steno-typist or Junior Scale Stenographer.- No person shall be given direct appointment to the post of a Steno-typist or a Junior Scale Stenographer under the Punjab Government unless he-

- (a) Possesses Bachelor's Degree from a recognised University or Institution; and,
- (b) Qualifies a test in Punjabi Stenography to be held by the Board or by the appointing authority at a speed specified by the Government from time to time; and
- (C) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in Office Productivity applications or Desktop Publishing applications from Government recognised institution or a reputed institution, which is ISO 9001, certified.

OR

Possesses a Computer information Technology Course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India.]

17. Knowledge of Punjabi Language.-No person shall be appointed to any post in any service by direct appointment unless he has passed Matriculation examination with Punjabi as one of the compulsory or elective subjects or any other equivalent examination in Punjabi language, which may be specified by the Government from time to time:

Provided that where a person is appointed on compassionate grounds on priority basis under the instructions issued in this behalf by the Government from time to time, the person so appointed shall have to pass an examination of Punjabi Language equivalent to Matriculation standard or he shall have to qualify a test conducted by the Language Wing of the Department of Education of Punjab Government within a period of six months from the date of his appointment:

Provided further that where educational qualifications for a post in any service are lower than the Matriculation standard, then the person so appointed shall have to pass an examination of Punjabi Language equivalent to Middle standard:

Provided further that where a War Hero, who has been discharged from defence services or paramilitary forces on account of disability suffered by him or his widow or dependent member of his family, is appointed under the instructions issued in this behalf by the Government, the person so appointed will not be required to possess aforesaid knowledge of Punjabi Language :

Provided further that where a ward of Defence Service Personnel, who is bona fide resident of Punjab State, is appointed by direct appointment, he shall have to pass an examination of Punjabi Language equivalent to Matriculation Standard or he shall have to qualify a test conducted by the Language Wing of the Department of Education of Punjab Government within a period of two years from the date of his appointment.]

18. Promotion to Group 'A' and Group 'B' Services.-

(1) (a) For promotion to the post as Head of Department would be decided strictly on the basis of merit-cum-seniority as per the instructions issued by the Government from time to time. The minimum benchmark for promotion for such post would be 'Very Good'. The officer who is graded as 'Outstanding' would supersede the officer graded as 'Very Good'.

(b) For Promotion to post falling in Group 'A' other than Head of Department, the minimum benchmark will be 'Very Good' as per instructions issued by the Government from time to time. There shall be no supersession on the basis of merit.

(c) For promotion to post falling in Group 'B', the minimum benchmark will be 'Good' and there shall be no supersession on the basis of merit.

2) Debarring for consideration for promotion of a Government employee who refuses to accept promotion.-In the event of refusal to accept promotion by a member of a service, he shall be debarred by the appointing authority from consideration for promotion for all the consecutive chances which may occur in future within a period of two years from the date of such refusal to accept promotion:

Provided that in case where the appointing authority is satisfied that a member of a service has refused to accept promotion under the circumstances beyond his control, it may exempt such a member for reasons to be recorded, therefor in writing from the operation of this rule.]

19. Power to relax.-Where the Government is of the opinion that it is necessary or expedient so to do, it may by order, for reasons to be recorded in writing, relax any of the provisions of these rules with respect to any class or category of persons.

Provided that the provisions relating to educational qualifications and experience, if any, shall not be relaxed.

20. Over-riding effect.-The provisions of these rules shall have effect notwithstanding anything contrary contained in any rules for the time being in force for regulating the recruitment and conditions of service for appointment to public service and posts in connection with the affairs of the State.

21. Interpretation.-If any question arises as to the interpretation of these rules, the Government shall decide the same.

APPENDIX
(See rule 2)

Group 'A': posts in initial entry revised scales of pay having a maximum of Rs. 11,660 or more: Provided that all existing Class I posts irrespective of the monetary limits of the pay scales shall be placed in Group 'A'.

Group 'B': Posts in initial entry revised scales of pay with maximum ranging between Rs. 10,640 to Rs.11,659;

Group 'C': Posts in initial entry revised scales of pay with maximum ranging between Rs.5,160 to Rs.10,639.

Sd/-
A.S CHATTHA
Chief Secretary to Government of Punjab

PART III

GOVERNMENT OF PUNJAB

DEPARTMENT OF PERSONNEL

(PERSONNEL POLICIES-1 BRANCH)

NOTIFICATION

The 20th December 2016

No.G.S.R.85/Const./Art.309/Amd.(19)/2016.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (Third Amendment) Rules, 2016
 - (2) They shall come into force on and with effect from the date of their publication in the Official Gazette.
2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, in rule 5, in the second proviso for the words and sign "Punjab Government", the words "Punjab Government or any Board, Corporation, Commission or Authority under it" shall be substituted.

Sd/-

SARVESH KHUSHAL

Chief Secretary to Government of Punjab

PART III

GOVERNMENT OF PUNJAB

DEPARTMENT OF PERSONNEL

(PERSONNEL POLICIES-1 BRANCH)

NOTIFICATION

The 4th December 2017

No.G.S.R.44/Const./Art.309/Amd.(20)/2017.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (Amendment) Rules, 2017
- (2) They shall come into force on and with effect from the date of their publication in the Official Gazette.
2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, in rule 7, in sub-rule (3), for the existing proviso the following proviso shall be substituted, namely:-

“Provided that the total period of probation including extension, if any, shall not exceed four years, if recruited by direct appointment and three years if appointed otherwise”.

Sd/-

KARAN AVTAR SINGH
Chief Secretary to Government of Punjab

PART III

GOVERNMENT OF PUNJAB

DEPARTMENT OF PERSONNEL

(PERSONNEL POLICIES-1 BRANCH)

NOTIFICATION

The 13th September, 2019

No.G.S.R.31/Const./Art.309/Amd.(21)/2019.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (First Amendment) Rules, 2019
- (2) They shall come into force on and with effect from the date of their publication In the Official Gazette.

2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, (hereinafter referred to as the said rules), in rule 14 A, under column captioned as "Promotion", for the words "five years, the words "four years" shall be substituted.

3. In the said rules, in rule 15A, under column captioned as "Promotion", in clause (i) in the proviso for the words "five years", the words "four years" Shall be substituted.

Sd/-

KARAN AVTAR SINGH

Chief Secretary to Government of Punjab

PART III**GOVERNMENT OF PUNJAB**

DEPARTMENT OF PERSONNEL

(PERSONNEL POLICIES-1 BRANCH)

NOTIFICATIONThe 28th October, 2022

No.G.S.R.72/Const./Art.309/Amd.(22)/2022.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (First Amendment) Rules, 2022.
- (2) They shall come into force on and with effect from the date of their publication in the Official Gazette.

2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, in rule 17, in the first proviso, for the words "Provided that where a person". The following shall be substituted, namely:-

"Provided that no person shall be appointed to any post in Group-'C' service unless he has passed a qualifying test of Punjabi Language equivalent to Matriculation standard with at least fifty per cent marks, to be conducted by respective recruitment agencies in addition to competitive examination. The test of Punjabi Language shall be a mandatory qualifying test and failure to secure a minimum of fifty per cent marks in Punjabi Language will disqualify the candidate for being considered in the final merit list of candidates to be selected irrespective of their scores or marks in other papers of the respective exam.

Provided further that where a person".

Sd/-

VIJAY KUMAR JANJUJA

Chief Secretary to Government of Punjab

Sd/-

RAHUL TEWARI, I.A.S

Principal Secretary to Government of Punjab,
Department of Food Civil Supplies
and Consumer Affairs.

PART-III

GOVERNMENT OF PUNJAB

**DEPARTMENT OF FOOD, CIVIL SUPPLIES AND CONSUMER AFFAIRS
(CONSUMER PROTECTION ACT BRANCH)**

NOTIFICATION

The 6th August, 2026

No.G.S.R.49/C.A.35/2019/S.102/2026.- In exercise of the powers conferred by clause (i) of sub-section (2) of section 102 of the Consumer Protection Act, 2019 (Central Act No. 35 of 2019), and all the other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules regulating the recruitment and the conditions of service of the persons appointed to the Punjab District Consumer Disputes Redressal Commission (**Group ‘C’**) Service, namely:-

RULES

1. **Short title, commencement and application.** (1) These rules may be called the Punjab District Consumer Disputes Redressal Commission (Group ‘C’) Service Rules, 2026.
 - (2) They shall come into force on and with effect from the date of their publication in the Official Gazette.
 - (3) They shall apply to the posts specified in Appendix ‘A’.
2. **Definitions.** - (1) In these rules, unless the context otherwise requires, -
 - (a) “Act” means the Consumer Protection Act, 2019 (Central Act No. 35 of 2019);
 - (b) "Administrative Secretary" wherever appearing in these rules, means the Special Chief Secretary or Additional Chief Secretary or Financial Commissioner or Principal Secretary or Secretary, whoever is the administrative head of the Departments of Food, Civil Supplies and Consumer Affairs ;

- (c) "Appendix" means the Appendix appended to these rules;
- (d) "Government" means the Government of the State of Punjab in the Department of Food, Civil Supplies and Consumer Affairs;
- (e) "President" means the President of the State Consumer Disputes Redressal Commission, Punjab; and;
- (f) "Service" means the Punjab District Consumer Disputes Redressal Commission (Group 'C') Service.

- (2) The words and expressions used, but not defined in these rules, shall have the same meaning as, respectively, assigned to them in the Act and the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994.

3. **Number and character of posts.** - The Service shall comprise the posts specified in Appendix 'A':

Provided that nothing in these rules shall affect the inherent right of the Government to add to or to reduce the number of such posts or to create new posts with difference designations and scales of pay, whether permanently or temporarily.

4. **Appointing authority.** - All appointments to the Service shall be made by the President.
5. **Pay of members of the Service.** - The members of the Service shall be entitled to such scales of pay, as may be authorized by the Department of Finance, Punjab, from time to time. The scales of pay, at present, in force in respect of the members of the Service, are given in Appendix 'A'.
6. **Method of appointment, qualifications and experience:** - (1) All appointments to the Service shall be made in the manner as specified in Appendix 'B':

Provided that if no suitable candidate is eligible for appointment to the Service by promotion, the appointment to the Service may be made by transfer of a person holding an analogous post under the State Government or the Government of India.

- (2) No person shall be appointed to the post in the Service, unless he possesses the qualification and experience as specified against that post in Appendix 'B'
- (3) Appointment to the Service by promotion shall be made on seniority- cum- merit basis, but no person shall have any right to claim promotion on the basis of seniority alone.

7. Discipline, punishment and appeal.- (1) In the matters of discipline, punishment and appeal, the members of the Service shall be governed by the Punjab Civil Services (Punishment and Appeal) Rules, 1970, as amended from time to time.

(2) The authority empowered to impose penalties as specified in rule 5 of the Punjab Civil Services (Punishment and Appeal) Rules, 1970, and the appellate authority there under in respect of the member of Service against an order as specified in Punjab Civil Services (Punishment and Appeal) Rules, 1970 shall be as per Appendix 'C'.

8. Application of the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994. – (1) In respect of the matters, which are not specifically provided in these rules, the members of the Service shall be governed by the provisions of the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, as amended from time to time.

(2) The Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, at present in force, are contained in Appendix D.

9. Interpretation:- If any issue arises with regard to the interpretation of these rules, the Government in Consultation with the State Consumer Disputes Redressal Commission, Punjab shall decide the same.

APPENDIX 'A'

[See rules 1(3), 3 and 5]

Serial number	Designation of the post	Number of posts Permanent	Pay level/scales for the members of the Service recruited in the service prior to 17.07.2020 (in rupees)	Pay level/scales for the members of the Service recruited in Service on or after 17.07.2020 (in rupees)
1	2	3	4	5
1	Junior Scale Stenographer	46	28900-91600	29200 (Level-5)
2	Clerk	80	20200-64000	19900 (Level-2)
	Total	126		

NOTE:- The members of the service appointed by direct recruitment on or after 17.07.2020 shall not be covered under the 6th Punjab Pay Commission scales, even after promotion.

APPENDIX 'B'

(See rule 6)

Serial Number	Designation of the post	Percentage of appointment by		Method of recruitment, qualifications and experience for appointment by	
		Direct	Promotion	Direct appointment	Promotion
1.	Junior Scale Stenographer	Hundred percent	--	No person shall be given direct appointment to the post of Junior Scale Stenographer unless he,- (1) possesses a Bachelor's Degree from a recognized University	

	or institution; and				
	(ii) qualifies in a stenography test in four paras (two in Punjabi and two in English language) containing 250 words each as follows:-				
	(a) the passage in Punjabi shall be dictated at a speed of 100 words per minute in Punjabi language required to be transcribed these (at typewriter or computer) at a speed of 20 words per minute; and				

(b) the passage in English shall be dictated at a speed of 80 words per minute in English language required to be transcribed these (at typewriter or computer) at a speed of 12 words per minute.	(iii) The candidates committing not more than four percent mistakes in aggregate and only if he or she qualifies the Stenography test in both the languages shall be considered to have qualified the test for

2.	Clerk	Eighty five percent	Fifteen percent	appointment as Junior Scale Stenographer: As per the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, as amended from time to time	(a) From amongst the Group 'D' employees, working under the control of the President having an experience of working as such, for a minimum period of five years and minimum educational qualification of matriculation (with Punjabi) and (b) As per the Government of Punjab, Department of
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Personnel (P.P. 2 Branch) instructions No.PERS-PP- 2OPLCY/20-3PP2/70, dated 25.03.2021, should qualify typing test within one year after promotion in English and Punjabi languages on computer to be conducted by the competent authority or by the Department of Information Technology at a speed of 30 words per minute. In case he fails to qualify the said typing test he						
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shall be reverted back to the parent post.					
(c) The probation shall be cleared only after passing the type test and after possessing a course of at least one hundred and twenty hours with hands on experience in the use of Personnel Computer or Information Technology in Office Productivity applications or Desktop publishing applications from Government recognized					

institution or a reputed institution, which is ISO 9001 certified.						
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APPENDIX 'C'

(See rule 7)

Serial number	Designation of the post	Nature of penalty or order	Authority empowered to impose penalty or pass order	Appellate authority
1.	Junior Scale Stenographer	Minor and major penalties as envisaged	President	Administrative Secretary
2.	Clerk	in rule 5 of the Punjab Civil Services (Punishment and Appeal) Rules, 1970, as amended from time to time.		

Appendix 'D'**[See rule 8]****GOVERNMENT OF PUNJAB**

DEPARTMENT OF PERSONNEL AND ADMINISTRATIVE REFORMS

(PERSONNEL POLICIES BRANCH-I)

NOTIFICATION

The 4th May, 1994

No.G.S.R..33/Const./Art.309/94.-In exercise of the powers conferred by the proviso to article 309 of the Constitution of India, and all other powers enabling in this behalf, the Governor of Punjab is pleased to make the following rules regulating the recruitment and general and common conditions of service of persons appointed to ¹[Group 'A', Group 'B' and Group 'C'] services in connection with the affairs of the State of Punjab, namely:-

1. Short title, commencement and application.- (1) These rules may be called the Punjab Civil Services(General and Common Conditions of Service) Rules, 1994.

(2) They shall come into force at once.

(3) They shall apply to all the posts in ¹[Group 'A', Group 'B' and Group 'C'] services in connection with the affairs of the State of Punjab.

2.Definitions.-In these rules, unless the context otherwise requires,-

(a) "appointing authority" means an appointing authority specified as such in the Service Rules made under article 309 of the Constitution of India in respect of any service or Post in connection with the affairs of the State of Punjab;

(b) "Board" means the Subordinate Service Selection Board, Punjab or any other authority constituted to perform its functions;

(c) "Commission" means the Punjab Public Service Commission;

(d) "direct appointment" means an appointment made otherwise than by promotion or by transfer of a person already in the service of Government of India or of a State Government;

(e) "Government" means the Government of the State of Punjab in the Department of Personnel and Administrative Reforms;

(f) "recognised university or institution" means,-

i) any university or institution incorporated by law in any of the State of India; or

ii) any other university or institution, which is declared by the Government to be recognised university or institution for the purposes of these rules;

(g) 1["Service" means any Group 'A' Service, Group 'B' Service and Group 'C' Service constituted in connection with the affairs of the State of Punjab as per scales given in the Appendix;]

(h) "Service Rules" means the service rules made under article 309 of the Constitution of India regulating the recruitment and conditions of service other than the general and common conditions of service of persons appointed to any service or post in connection with the affairs of the State of Punjab; and-

¹[i) "War Hero" means a defence services personnel or a para-military forces personnel, who is a bona fide resident of Punjab State and has been killed or discharged from service on account of disability suffered by him on or after 1st January,1999,while fighting in a war declared so by Government of India, in operations in Kargil or any other sector in J and K in the on going conflict with Pakistan or in any other operations which may be notified by the State Government to have been undertaken for preserving the unity and integrity of the Country; or

ii) a defence services personnel or a para-military forces personnel who was a bona fide resident of Punjab State and was posthumously decorated with Parmvir Chakra, Mahavir Chakra or Vir Chakra: Provided that,-

a) In exceptional instances, the cases of such War Heroes may also be covered, with the prior approval of the Department of Personnel who though not bona fide residents of Punjab State are yet closely connected to the State of Punjab;

b) In the case of War Heroes, falling in the category (ii) above, the benefits to be given by the State Government will be restricted only to first generation dependent members/next of the kin.

Note.-The Government reserves the right to include any other category of Awardees for the purpose of providing employment to the category of War Heroes, as may be notified.]

3. Nationality, domicile and character of person appointed to the Service.-

(1) No person shall be appointed to the Service unless he is,-

(a) a Citizen of India; or

(b) a Citizen of Nepal; or

(c) a Subject of Bhutan; or

(d) a Tibetan refugee who came over to India before the 1st day of January, 1962 with the intention of permanently settling in India;

or

(e) a person of India origin who has migrated from Pakistan, Burma, Sri Lanka and East African Countries of Kenya, Uganda and United Republic of Tanzania (formerly Tanganyika and Zanzibar), Zambia, Malawi, Zaire, Ethiopia and Vietnam with the intention of permanently settling in India:

Provided that a person belonging to any of the categories (b), (c), (d) and (e) shall be person in whose favor a certificate of eligibility has been given by the Government of Punjab in the Department of Home Affairs and Justice.

(2) A person in whose case a certificate of eligibility is necessary may be admitted to an examination or interview conducted by the Commission or the Board, as the case may be, on his furnishing proof that he has applied for the certificate but he shall not be appointed to the service unless the necessary certificate is given to him by the Government of Punjab in the Department of Home Affairs and Justice.

(3) No person shall be recruited to the Service by direct appointment, unless he produces,-

(a) a certificate of character from the Principal Academic Officer of the university, college, school or institution last attended, if any, and similar certificates from two responsible persons not being his relatives, who are well acquainted with him in his private life and are unconnected with him in his private life and are unconnected with his university, college, school or institution; and

(b) an affidavit to the effect that he was never convicted for any criminal offence involving moral turpitude and that he was never dismissed or removed from service of any State Government or of Government of India, or of any Public Sector Undertaking.

4. Disqualification.-No person,-

(a) who has entered into or contracted a marriage with a person having spouse living; or

(b) who, having a spouse living, has entered into or contracted a marriage with any person shall be eligible for appointment to the Service:

Provided that the Government, if satisfied that such marriage is permissible under the personal law applicable to such person and the other party to the marriage and that there are other grounds for so doing, exempt any person from the operation of this rule.

5. Age.-¹ [(1) No person shall be recruited to the Service by direct appointment, if he is less than eighteen years or is more than thirty years of age in the case of non-technical posts and thirty-three years in the case of technical posts on the 1st

day of January of the year immediately preceding the last date fixed for submission of applications by the Commission or the Board, as the case may be.]

Provided that where different lower and upper age limits have been specifically prescribed for posts in the Service Rules, these limits shall be made applicable for appointment to such posts:

Provided further that the upper age limit may be relaxed up to forty-five years in the case of persons already in the employment of the Punjab Government, other State Government or the Government of India

Provided further that in the case of candidates belonging to Scheduled Castes and other Backward Classes, the upper age limit shall be such as may be fixed by the Government from time to time.

(2) In the case of ex-servicemen, the upper age limit shall be as has been prescribed in the Punjab Recruitment of Ex-servicemen Rules, 1982, as amended from time to time.

(3) In the case of appointment on compassionate grounds on priority basis, the upper age limit shall be such as may be specifically fixed by the Government from time to time.

²[(4) In the case of appointment of a War-hero, who has been discharged from defence services or para military forces on account of disability suffered by him or his widow or dependent member of his family, the upper age limit shall be such as may be specifically fixed by the Government from time to time.]

³[5A. Increase in upper age limit.- Notwithstanding anything contained in rule 5, on and with effect from the commencement of the Punjab Civil Service (General and Common Condition of Service) Amendment Rules, 2010, where in any other Service rules, or in Government instructions, the upper age limit for appointment to any Service or for any category or persons, if different from thirty-five years, it shall be deemed to have been increased by two years.]

6. Qualification etc.-Subject to the provisions of these rules, the number and character of posts, method of recruitment and educational qualifications and experience for appointment to a post or posts in a Service and the departmental

examination, if any, shall be such as may be specified in the Service Rules made for that Service:

¹{Provided that where appointment of Group 'A' or Group 'B' non-technical post is offered to a War-hero, who has been discharged from defence services or para military forces on account of disability suffered by him or his widow or dependent member of his family, under the instructions issued in this behalf by the Government, the educational qualification to be possessed by such person shall be graduation from a recognised university. Such person who: is offered Group 'A' or Group 'B' or Group 'C' non-technical post, shall not, however, be required to possess experience of technical or non-technical post at the time of his initial appointment.}

7. Probation.-(1) A person appointed to any post in the Service shall remain on probation for a period of two years, if recruited by direct appointment and one year if appointed otherwise:

Provided that-

- (a) any period, after such appointment, spent on deputation on a corresponding or a higher post shall count towards the period of probation;
- (b) in any case of an appointment by transfer, any period of work on an equivalent or higher rank, prior to appointment to the Service, may in the discretion of the appointing authority, be allowed to count towards the period of probation;
- (c) any period of officiating appointment to the Service shall be reckoned as period spent on probation; and
- (d) any kind of leave not exceeding six months during or at the end of period of probation, shall be counted towards the period of probation.

(2) If, in the opinion of the appointing authority, the work or conduct of a person during the period of probation is not satisfactory or he has failed to pass the departmental examination, if any, prescribed in Service Rules within a period not exceeding ³[one] and a half years from the date of appointment, it may,-

(a) if such person is recruited by direct appointment, dispense with his service, or revert him to a post on which he held lien prior to his appointment to the Service by direct appointment; and

(b) if such person is appointed otherwise-

(i) revert him to his former post; or

(ii) deal with him in such other manner as the terms and conditions of the previous appointment permit.

(3) On the completion of the period of probation of a person, the appointing authority may,-

(a) if his work and conduct has in its opinion been satisfactory-

(i) confirm such person, from the date of his appointment or from the date he completes his period of probation satisfactorily, if he is not already confirmed; or

(ii) declare that he has completed his probation satisfactorily, if he is already confirmed; or

(b) if his work or conduct has not been in its opinion, satisfactory or if has failed to pass the departmental examination, if any, specified in the Service Rules-

(i) dispense with his services, if appointed by direct appointment or if appointed otherwise revert him to his former post, or deal with him in such other manner as the terms and conditions of his previous appointment may permit;

(ii) extend his period of probation and thereafter pass such order as if could have passed on the expiry of the period of probation as specified in sub-rule (1):

Provided that the total period of probation including extension, if any, shall not exceed three years.

8. Seniority.-The seniority inter se of persons appointed to posts in each cadre of a Service shall be determined by the length of continuous service on such post in that cadre of the Service:

Provided that in the case of persons recruited by direct appointment who join within the period specified in the order of appointment or within such period as may be extended from time to time by the appointing authority subject to a maximum of four months from the date of order of appointment the order of merit determined by the Commission or the Board; as the case may be, shall not be disturbed:

Provided further that in case a person is permitted to join the post after the expiry of the said period of four months in consultation with the Commission or the Board, as the case may be, his seniority shall be determined from the date he joins the post:

Provided further that in case any person of the next selection has joined a post in the cadre of the concerned Service before the person referred to in the preceding proviso joins, the person so referred shall be placed below all the persons of the next selection who join within the time specified in the first proviso:

Provided further that in the case of two or more persons appointed on the same date, their seniority shall be determined as follows:-

- (a) a person appointed by direct appointment shall be senior to a person appointed otherwise;
- (b) a person appointed by promotion shall be senior to a person appointed by transfer;
- (c) in the case of persons appointed by promotion or transfer, the seniority shall be determined according to the seniority of such persons in the appointments from which they were promoted or transferred; and
- (d) in the case of persons appointed by transfer from different cadres their seniority shall be determined according to pay, preference being given to a person who was drawing a higher rate of pay in his previous appointment; and if the rates of pay drawn are also the same, then by their length of service in these appointments and if the length of service is also the same, an older person shall be senior to a younger person.

¹[Provided further that in the case of persons recruited by direct appointment in the same cadre obtaining equal marks during same selection process, their inter-se-seniority shall be determined on the basis of their age. That is an older person shall be senior to the younger person.]

Note.-Seniority of persons appointed on purely provisional basis or on ad hoc basis shall be determined as and when they are regularly appointed keeping in view the dates of such regular appointment.

9. Liability of members of service to transfer.-A member of a Service may be transferred to any post whether included in any other service or not, on the same terms and conditions as specified in rule 3.17 of the Punjab Civil Services Rules, Volume-I, Part-I.

10. Liability to serve.-A member of Service shall be liable to serve at any place, whether within or out of the State of Punjab, on being ordered so to do by the appointing authority.

11. Leave, pension and other matters.-In respect of pay, leave, pension and all other matters not expressly provided for in these rules, a member of Service shall be governed by such rules and regulations as may have been or may hereafter be adopted or made by the competent authority.

12. Discipline, penalties and appeals. -(1) In the matter of discipline, punishment and appeals, a member of a Service shall be governed by the Punjab Civil Services (Punishment and Appeal) Rules, 1970 as amended from time to time.

(2) The authority empowered to impose penalties specified in rule 5 of the Punjab Civil Services (Punishment and Appeal) Rules, 1970 and the appellate authority thereunder in respect of the Government employee shall be such as may be specified in the Service Rules.

13. Liability for vaccination and re-vaccination.--Every member of a Service shall get himself vaccinated or re-vaccinated when Punjab Government so directs by a special or general order.

14. Oath of allegiance.-Every member of a Service unless he has already done so, shall be required to take oath of allegiance to India and to the Constitution of India as by law established.

¹**14A. Minimum Educational and other Qualifications for appointment to the post of Senior Assistant by –**

Direct Appointment	Promotion
No person shall be given direct appointment to the post of Senior Assistant under the Punjab Government, unless he- (i) Possesses the Bachelor's Degree from a recognized University or Institution; and (ii) Qualifies in the competitive test specified by the appointing authority from time to time; and (iii) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in office Productivity applications or Desktop Publishing applications from a Government recognized institution or a reputed institution, which is ISO 9001, certified. OR Possesses a Computer Information Technology Course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India.	From amongst the clerks, who have an experience of working as such for a minimum period of five years.

(2) The person so appointed as Senior Assistant in terms of the Provisions of sub-rule (1), shall have, before his appointment, passed a test in English and Punjabi respectively, typewriting on Computer to be conducted by the Board or the Appointing Authority or the Department of Information Technology, as the case may be, at a speed of thirty words per minute: Provided that where appointment of Group 'B' non-technical post is offered to a War Hero, who has been discharged from Defence Services or dependent member of his family under the instructions issued in this behalf by the Government, the educational qualifications to be possessed by such person shall be Graduate from a recognized University or Institution. However, such person shall not be required to qualify the test in Punjabi type-writing as provided in sub-rule (2)".	
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¹**[15. Minimum Educational and other qualifications:-**

- (1) (i) No person shall be given direct appointment to the post of Clerk under the Punjab Government unless he possesses the Bachelor's Degree from a recognized University or Institution; and
- (ii) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in Office

Productivity applications or Desktop publishing applications from a Government recognised institution or a reputed institution, which is ISO 9001, certified.

OR

Possesses a Computer information Technology course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India;

(2) The person so appointed as Clerk in terms of the provisions of sub-rule(1), shall have, before his appointment, passed a test in English and Punjabi, respectively, on computer to be conducted by the Board or the appointing authority or the Department of Information Technology as the case may be, at the speed of thirty words per minutes.

Provided that where appointment of Group 'C' non-technical post is offered to a War Hero, who has been discharged from Defence Services or dependent member of his family, under the instructions issued in this behalf by the Government, the educational qualifications to be possessed by such person shall be Graduate from a recognized University or Institution. However, such person shall not be required to qualify the test in Punjabi type-writing as specified in sub-rule (2).]

¹[15 A. Minimum Educational and other Qualifications for appointment to the post of Senior Scale Stenographer by –

Direct Appointment	Promotion
No person shall be given direct appointment to the post of Senior Scale Stenographer under the Punjab Government unless he –	(i) From amongst the Junior Scale Stenographers, who have an experience of working as such for a minimum period of one year.
(i) Possesses the Bachelor's Degree from a recognized University or Institution; and	Provided that if the Junior Scale Stenographer is not available then from amongst the Steno typists, who have an experience of working as such for a minimum period of five
(ii) Qualifies in a Stenography test in four paras (two in Punjabi and two in English language) containing 250 words each as	

follows:- (a) The passage in Punjabi shall be dictated at a speed of 100 words per minute in Punjabi language required to be transcribed these (at typewriter/computer) at a speed of 20 words per minute; and (b) The passage in English shall be dictated at a speed of 60 words per minute in English language required to be transcribed these (at typewriter/computer) at the speed of 12 words per minute. (iii) The candidates committing not more than 4 % mistakes in aggregate and only if he/she qualifies the stenography test in both the language shall be considered to have qualified at test for appointment as Senior Scale Stenographer". (iv) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in Office Productivity applications or Desktop	years; and (ii) Qualifies in a stenography test in four paras (two in Punjabi and tow in English language) containing 250 words each as follows:- (a) The passage in Punjabi shall be dictated at at a speed of 100 words per minute in Punjabi language required to be transcribed these (at typewriter/computer) at a speed of 20 words per minute; and (b) The passage in English shall be dictated at a speed of 60 words per minute in English language required to be transcribed these (at typewriter/computer) at the speed of 12 words per minute. (iii) The candidates committing not more than 4 % mistakes in aggregate and only if he/she qualifies the Stenography test in both the language shall be considered to have qualified at the test for promotion as Senior Scale Stenographer".
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Publishing applications from a Government recognised institution or a reputed institution, which is ISO 9001, certified. OR Possesses a Computer information Technology course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India.	
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16. Minimum Educational and other Qualifications for appointment to the post of Steno-typist or Junior Scale Stenographer.- No person shall be given direct appointment to the post of a Steno-typist or a Junior Scale Stenographer under the Punjab Government unless he-

- (a) Possesses Bachelor's Degree from a recognised University or Institution; and,
- (b) Qualifies a test in Punjabi Stenography to be held by the Board or by the appointing authority at a speed specified by the Government from time to time; and
- (C) Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal Computer or Information Technology in Office Productivity applications or Desktop Publishing applications from Government recognised institution or a reputed institution, which is ISO 9001, certified.

OR

Possesses a Computer information Technology Course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) of Government of India.]

17. Knowledge of Punjabi Language.-No person shall be appointed to any post in any service by direct appointment unless he has passed Matriculation examination with Punjabi as one of the compulsory or elective subjects or any other equivalent examination in Punjabi language, which may be specified by the Government from time to time:

Provided that where a person is appointed on compassionate grounds on priority basis under the instructions issued in this behalf by the Government from time to time, the person so appointed shall have to pass an examination of Punjabi Language equivalent to Matriculation standard or he shall have to qualify a test conducted by the Language Wing of the Department of Education of Punjab Government within a period of six months from the date of his appointment:

Provided further that where educational qualifications for a post in any service are lower than the Matriculation standard, then the person so appointed shall have to pass an examination of Punjabi Language equivalent to Middle standard:

Provided further that where a War Hero, who has been discharged from defence services or paramilitary forces on account of disability suffered by him or his widow or dependent member of his family, is appointed under the instructions issued in this behalf by the Government, the person so appointed will not be required to possess aforesaid knowledge of Punjabi Language :

Provided further that where a ward of Defence Service Personnel, who is bona fide resident of Punjab State, is appointed by direct appointment, he shall have to pass an examination of Punjabi Language equivalent to Matriculation Standard or he shall have to qualify a test conducted by the Language Wing of the Department of Education of Punjab Government within a period of two years from the date of his appointment.]

18. Promotion to Group 'A' and Group 'B' Services.-

(1) (a) For promotion to the post as Head of Department would be decided strictly on the basis of merit-cum-seniority as per the instructions issued by the Government from time to time. The minimum benchmark for promotion for such post would be 'Very Good'. The officer who is graded as 'Outstanding' would supersede the officer graded as 'Very Good'.

(b) For Promotion to post falling in Group 'A' other than Head of Department, the minimum benchmark will be 'Very Good' as per instructions issued by the Government from time to time. There shall be no supersession on the basis of merit.

(c) For promotion to post falling in Group 'B', the minimum benchmark will be 'Good' and there shall be no supersession on the basis of merit.

2) Debarring for consideration for promotion of a Government employee who refuses to accept promotion.-In the event of refusal to accept promotion by a member of a service, he shall be debarred by the appointing authority from consideration for promotion for all the consecutive chances which may occur in future within a period of two years from the date of such refusal to accept promotion:

Provided that in case where the appointing authority is satisfied that a member of a service has refused to accept promotion under the circumstances beyond his control, it may exempt such a member for reasons to be recorded, therefor in writing from the operation of this rule.]

19. Power to relax.-Where the Government is of the opinion that it is necessary or expedient so to do, it may by order, for reasons to be recorded in writing, relax any of the provisions of these rules with respect to any class or category of persons.

Provided that the provisions relating to educational qualifications and experience, if any, shall not be relaxed.

20. Over-riding effect.-The provisions of these rules shall have effect notwithstanding anything contrary contained in any rules for the time being in force for regulating the recruitment and conditions of service for appointment to public service and posts in connection with the affairs of the State.

21. Interpretation.-If any question arises as to the interpretation of these rules, the Government shall decide the same.

APPENDIX

(See rule 2)

Group 'A': posts in initial entry revised scales of pay having a maximum of Rs. 11,660 or more: Provided that all existing Class I posts irrespective of the monetary limits of the pay scales shall be placed in Group 'A'.

Group 'B': Posts in initial entry revised scales of pay with maximum ranging between Rs. 10,640 to Rs.11,659;

Group 'C': Posts in initial entry revised scales of pay with maximum ranging between Rs.5,160 to Rs.10,639.

Sd/-

A.S CHITTA

Chief Secretary to Government of Punjab

PART III

GOVERNMENT OF PUNJAB

DEPARTMENT OF PERSONNEL

(PERSONNEL POLICIES-1 BRANCH)

NOTIFICATION

The 20th December 2016

No.G.S.R.85/Const./Art.309/Amd.(19)/2016.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (Third Amendment) Rules, 2016
- (2) They shall come into force on and with effect from the date of their publication in the Official Gazette.

2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, in rule 5, in the second proviso for the words and sign "Punjab Government", the words "Punjab Government or any Board, Corporation, Commission or Authority under it" shall be substituted.

Sd/-

SARVESH KAUSHAL,
Chief Secretary to Government of Punjab

PART III**GOVERNMENT OF PUNJAB**

DEPARTMENT OF PERSONNEL

(PERSONNEL POLICIES-1 BRANCH)

NOTIFICATIONThe 4th December 2017

No.G.S.R.44/Const./Art.309/Amd.(20)/2017.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (Amendment) Rules, 2017
- (2) They shall come into force on and with effect from the date of their publication in the Official Gazette.

2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, in rule 7, in sub-rule (3), for the existing proviso the following proviso shall be substituted, namely:-

“Provided that the total period of probation including extension, if any, shall not exceed four years, if recruited by direct appointment and three years if appointed otherwise”.

Sd/-

KARAN AVTAR SINGH,
Chief Secretary to Government of Punjab

PART III

GOVERNMENT OF PUNJAB

DEPARTMENT OF PERSONNEL

(PERSONNEL POLICIES-1 BRANCH)

NOTIFICATION

The 13th September, 2019

No.G.S.R.31/Const./Art.309/Amd.(21)/2019.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (First Amendment) Rules, 2019
 - (2) They shall come into force on and with effect from the date of their publication in the Official Gazette.
2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, (hereinafter referred to as the said rules), in rule 14 A, under column captioned as "Promotion", for the words "five years, the words "four years" shall be substituted.
3. In the said rules, in rule 15A, under column captioned as "Promotion", in clause (i) in the proviso for the words "five years", the words "four years" shall be substituted.

Sd/-

KARAN AVTAR SINGH,
Chief Secretary to Government of Punjab

PART III**GOVERNMENT OF PUNJAB**

DEPARTMENT OF PERSONNEL

(PERSONNEL POLICIES-1 BRANCH)

NOTIFICATIONThe 28th October, 2022

No.G.S.R.72/Const./Art.309/Amd.(22)/2022.- In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, further to amend the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, namely:-

RULES

- (1) These rules may be called the Punjab Civil Services (General and Common Condition of Service) (First Amendment) Rules, 2022.
- (2) They shall come into force on and with effect from the date of their publication in the Official Gazette.

2. In the Punjab Civil Services (General and Common Conditions of Service) Rules, 1994, in rule 17, in the first proviso, for the words "Provided that where a person". The following shall be substituted, namely:-

"Provided that no person shall be appointed to any post in Group-'C' service unless he has passed a qualifying test of Punjabi Language equivalent to Matriculation standard with at least fifty per cent marks, to be conducted by respective recruitment agencies in addition to competitive examination. The test of Punjabi Language shall be a mandatory qualifying test and failure to secure a minimum of fifty per cent marks in Punjabi Language will disqualify the candidate for being considered in the final merit list of candidates to be selected irrespective of their scores or marks in other papers of the respective exam.

Provided further that where a person".

Sd/-

VIJAY KUMAR JANJUA,
Chief Secretary to Government of Punjab

Sd/-

RAHUL TEWARI, I.A.S.
Principal Secretary to Government of Punjab,
Department of Food Civil Supplies
and Consumer Affairs